The Level of Information Technology Usage and Its Impact on the Employees Performance at Jordanian Governmental Departments in Irbid Governorate: From Employee's Perspective

مستوى استخدام تكنولوجيا المعلومات وأثره على أداء العاملين في الدوائر الحكومية الأردنية بمحافظة إربد من وجهة نظر العاملين

إعداد الطالب:

يزن عبد الحافظ عبد الحليم الختالين

قدمت هذه الرسالة إستكمالاً لمتطلبات الحصول على درجة الماجستير في الادارة العامة في جامعة اليرموك،إربد،الأردن.

وافق عليها

أ.د/ أحمد"محمد سعيد" الشياب........................... مشرفاً و رئيساً

أستاذ في الادارة العامة، جامعة اليرموك.

أ.د / نعيم عقله نصير .... عضواً

أستاذ في الادارة العامة، جامعة اليرموك.

د / حسن العيسى .... عضواً

أستاذ مساعد في إدارة الاعمال، جامعة اليرموك.

تاريخ المناقشة

29/10/2013

الإهداء

ǉƧǆƵ Ÿƒ ýĜƱƊ Ĭǁƪǁɛ ăǫǁɛǋ Ĭ!ǫ

ĭ ƧǆƵ Ŏ5 ýǆƞŬƒ ƚơ5Ţ!ƒĂ ..... ƧǇŢ!ƒ Ŏ5 ŎƙǆǌǊǆĂ ..... ǅǊƶ!ƒ ƧĂǇǇ ŎƖǒƧƱ ƘƧĜǉƊ ǇǆǇ Ĭ!ǫ

...... ǇĜĭĜƟǁɛ ĬǅǄ ......

ǇĭǁƪǁɛĬƚƜǋƦ .... ŎǇƧƥ ƚǀǒ5Ƨ .... Ƨǒǃƚ!ƒ ĜǌǉǊƜ5Ă ĜǌƙǒơƜƙĂ ĜǌƑĜƱƵ ǅǒƱƶǃ ŎǉƙƧǆƸ ǇǆǇ Ĭ!ǫ

ŎƙƥƵĜƪǆ ǇƵ ǺƱơ! ǇƒĂƙƙ ǅ! Ŏƙ!ƒ

(Ǉǒƨ) ǋǒ!Ĝƺ!ƒ ŎƙǇǇƒ Ĭ!ǫ

ǺǉĂƵ ..... ǺǆƵƥ ŎǆĜǒƊ ŎǉĂƚƧĜƬ ǇǒƦ!ƒ ǉƨǒƨƶ!ƒ ŎƙƤƊĂ (Ƨ ǆǄ ŨǫƊƟƊ ŨǫǆǋƊ ŨƥĭƋ Ũ Ĭƚ Ɏ) Ĭǆɛǋƍǃ Ĭ!ǫ

. ǻƥǉƪĂ

ƀɛƦƳŰɛ ĬəǘǅƦ .... Ĝǉ! ƘǉĜƚ5 ŎǆĜǒƊ ŎǉƚƧĜƬ ǇǆǇ ýƚ Ĭ!ǫ

ǅǊƶ!ƒ ƽǒƧƱ Ŏ5 Ǻ5Ƨơ ƱƤ ǇǆǇ ýƚ Ĭ!ǫ

ŎǊƵ ƽơ ǋ! ǇǆǇ ýƚ Ĭ!ǫ

ǺǉĜ5ƧƵĂ ǻƧǒƥǀƙ

.ǋǇ ǅǋĜǒǫĂ Ÿƒ ŎǉƶɈǉǒ ǇƊ ĬǉǆƙƊĂ ýǆƶ!ƒ ƒƦǋ ĭƥǋƊ ĈŬƋǋ ƴǒǆƞ Ĭ!ǫ

ƘƟƒĜǁɛ

ǅĭǁƪƚƍǁɛ ǅƦĭ

شكر وتقدير

[illegible]

[illegible]

[illegible]

5ΘúǅǁƐ ɦǅǯəƒ5

üʄl ʅŰɛ ƕDŽəʄ5

الملخص

الختالين، يزن عبدالحافظ. "مستوى [illegible] **من وجهة نظر العاملين ". رسالة ماجستير في الإدارة العامة، جامعة اليرموك، 2013. (بإشراف أ.د. أحمد الشياب)**

[illegible] (412) [illegible] (357) [illegible] (SPSS) [illegible]:

- [illegible] (3.72) .
- [illegible] (3.82) .
- [illegible] (**0.05 ≥ α**). [illegible] لدى العاملين في الدوائر الحكومية الأردنية لمحافظة إربد تعزى للمتغيرات الديمغرافية المتمثلة في كل من (العمر ، سنوات الخدمة) ، وعدم [illegible] تعزى للمتغيرات الديمغرافية المتمثلة في ([illegible]) .

- ǄǍŊȁ ƵǍƧ5 ƘƒŖ Ɨ!Ǔþ ƗǒƑǴƮơƺ **(α ≤ 0.05)**. !ǆƪǩǍă ǅƒþ العاملين في الدوائرالحكومية الأردنية لمحافظة إربد تعزى للمتغيرات الشخصية والوظيفية المتمثلة في كل من (العمر ، سنوات الخدمة) ، وعدم ǄǍŊȁ ƵǍƧ5 ƘƒŖ Ɨù!Ǔþ ƗǒƑǴùƮơƺ تعزى للمتغيرات الشخصية والوظيفية المتمثلة في (!ƒȘƞ Ʃ Ü ƒ!ǆǌǔǅǥ Ü ƒ!ǆƪǆǅ Ü ƒ!ǍǓǁǑ) .
- ǄǍŊ ƧǍǅ ƺǒŊǴǑǑ ǍǇǆǅǍ ì Ŗ Ǖþ!Ǔþ ƗǒƑǴƮơƺ ǆǅþ ǆƪùǩǍă (0.05≥a) Ɨù!Ǔþ!ƒ ǆǅþ!ƒ ǆƪùǩǍă ƒ!ǆƪǆǅƿþƊǊ ǅǥǍ!ǍǌŊǴǑ ǅƒþ Ǐǘƶ ƘǴǆǅǍǘǆǅ!ƒ ǅǄǑŊþ ŊǆǅǍǁǅ ككل و على مستوى أبعاده 5Ǖù!ƒ þǍǆƒƧ ƒ!ǆǍǆǇƞ الأردنية ƗƲ5ǴơǆǊ ƧǈǍþ .

وانتهت الدراسة لمجموعة من التوصيات أهمها:

- ƒǓǈǅƧƒƧ 5Ǖ ǍƧǍǔǆǅ ǈǑǍƞƗ ƒþǐƊǅ ƒ!ǆǍǆǇƞ ǅǥǍ!ǍǌŊǴǑ ǅƒþ ǓǄǍǆǅǍ!ǆǅ!ƒ Ü ǆǅǴ !ǆǅǴ ǆǅǍ ƧǄǍ ǍǒǴŊǍǑ ǅǍƒ ưùơ ǆǅǍ þǌƧǍ ƗƲ5ǴơǆǊ الأردنية ƒ!ǆǍǆǇƞ ƒ!ǆǍǆǇƞ ǅǥǍ!ǍǌŊǴǑ ǅƒþ Ʈǆ ƗǍƒƧþ!ƒ ǇǄǑǆǅ ýǔǄ ǅǆǅǍ ǅǍƒƒǍƧǍ ǅǍǄƒǍǆǆǍǍ ǅƒƧǍǍƧ 5ǍƧǍ ǆǅǍ ƗǔƊ ǅƒƧǍǍ ƒ!ǆǍǆǇƞ.
- ƒǓǈǅƧƒƧ 5Ǖ ǍƧǍǔ ǆǅǍ ǍǒǴŊǍǑ ǅǍƒ ƗǍƧǍǍ ǆǅǍ!ǆǅǍǍ ƗǍǍǆǅǍǍƒǍ ǆǅǍƧǍǍǆǅǍ ǆǅ ƊǍǆǅǍ ýŭùƤ ƧǍǍǅǍ ƘǴƒǆƒǍƒǆǅǍ ǆǅǍƧǍǍƧǍ ǆǅǍǍƒǍƧǍƒǍ ƧǍƒǍƧƒƒǍ ǆǅǍǍ ǆǅƒƧǍǍ ýǆǅǍ ǆǅǍƒ ǆǅ ǆǅǍǍ ǆǅ ǆǅǍƧǍǍƧǍ ǆǅǍƧǍǍƧǍ ǆǅǍǍƧǍ ƒ!ǆǍǆǇƞ ǅǥǍ!ǍǌŊǴǑ ǅƒþ Ʈǆ ƗǍƒƧþ!ƒ.
- ƧǍǍǆǅǍǍ ǆǅǍǍǍǆǅǍ ǆǅǍǍǆǅǍ Ǎ ǆǅǍǍǆǅǍ ǆǅǍǍǍ Ǎ ǆǅǍǍǆǅǍ ǆǅǍǍ .

ǆǅǍǍǆǅǍ ǆǅǍǍǆǅǍ: ƘǴǆǅǍǘǆǅ!ƒ ǅǄǑŊþ Ü ǅƒþ ǅǥǍ!ǍǌŊǴǑ Ü ƒ!ǆǍǆǇƞ ƗǍƒƧþ!ƒ ǆǅǍǍ Ü ƗƲ5ǴơǆǊ ƧǈǍþ

.

[illegible]

[illegible]

: [illegible]

[illegible] .(2009 [illegible]) [illegible]

[illegible] . (2008 [illegible]) [illegible]

[illegible]

[illegible] Information technology (IT) [illegible]

Flattening

Structur

: ĥuƨƐƥƋǁƐ ǀƒĭƮƥƷǋ ĥuǂƟƨƈ

:Ƚŏ!Ǵķ!ƒ Ƚƪƒƨƥ!ƒ ƘǴŏưƧ5 Ă ȽǈƑƪƊ ȽƩǴŏƮ ǅķ Ü Ƚƪƒƨƥ!ƒ ƻƒƥǋƊ ƽŏǀơķ!

:Ƚƪƒƨƥ!ƒ ȽǈƑƪƊ: Ǘǋƈ

-1 Ǵǆ ǆăĂķƪǆ ǅƒƥƤķƪƍ ǴŏƞĂ!ĂǈǂķƘǴǆĂǈƶǆ!ƒ Ŏ5 ƧƒĂƥ!ƒ ȽŏǆĂǂơ!ƒ ȽƱ5Ǵơǆǋ ÞƥǋƧƍ

-2 ǴǆăĂķƪǆ Ƈƒƥ Ǉŏǈǆ ǴƶǃŎ5 ƧƒĂƥ!ƒ ȽŏǆĂǂơ!ƒ ȽƱ5Ǵơǆǋ ÞƥǋƧƍ

: Ƚƪƒƨƥ!ƒ ƘǴŏưƧ5 :ƑĭǆƑķ

-1 ǁǴǉǋ ƽĂƧ5 ƘƒƦ Ƚ!Ǚƥ ȽŏƑǴƮơƍ ƥǉƷ ăĂķƪǆ ăĂķƪǆ! (0.05≥a) Ƚ!Ǚƥ!ƒ ǅƒƥƤķùƪƒ ǴùŏƞĂ!ĂǈǂķƘǴǆĂǈƶǆ!ƒ Ŏ5 ƧƒĂƥ!ƒ ȽŏǆĂǂơ!ƒ ȽƱ5Ǵơǆǋ ƥǋƧƍ ǇǆǅȽǋƞĂ ƧƱǉ ǇŏƛĂùơǋǆ!ƒ ăƨùƶķ ƘƒƧùŏƷķǆǈ! .(Ŏ5ŏƱĂ!ƒ Ĭǆƪǆ!ƒ ÜȽǆƥƤ!ƒ ƘƒĂǉƪ ÜŎǆǈƶ!ƒ ƴǋǆǆ!ƒ ÜƧǆƶ!ƒ ÜƩǉƞ!ƒ) Ƚŏ5ƒƧƷǆŏƥ!ƒ

-2 ǁǴǉǋ ƽĂƧ5 ƘƒƦ Ƚ!Ǚƥ ȽŏƑǴƮơƍ ƥǉƷ ăĂķƪǆ ăĂķƪǆ! (0.05≥a) Ƚ!Ǚƥ!ƒ ǆăĂķƪǆ! Ƈƒƥ Ǉŏǈǆ ǴùƶŎù5 ƧƒĂƥ!ƒ ȽŏǆĂǂơ!ƒ ȽƱ5Ǵơǆǋ ƥǋƧƍ ǇǆǅȽǋƞĂ ƧƱǉ ǇŏƛĂơǋǆ!ƒ ăƨƶķ ƘƒƧŏƷķǆǈ! Ƚŏ5ƒƧƷǆŏƥ!ƒ (ÜƩǉƞ!ƒ .(Ŏ5ŏƱĂ!ƒ Ĭǆƪǆ!ƒ ÜȽǆƥƤ!ƒ ƘƒĂǉƪ ÜŎǆǈƶ!ƒ ƴǋǆǆ!ƒ ÜƧǆƶ!ƒ

-3 ǁǴǉǋ ƧƛƊ ǆǴǋ ĂƦ Ƚ!Ǚƥ ȽŏƑǴƮơƍ ƥùǉƷ ăĂķùƪǆ Ƚù!Ǚƥ!ƒ (0.05≥a) Üƪ ǴùŏƞĂ!ĂǈǂķƘǴǆĂǈƶǆ!ƒ ǅƒƥƤķùƪÜ ƘǴǆĂǈƶǆ!ƒ ĬǈƷ Ƈƒƥ Ǉŏǈǆ ǴƶŎ5 ƧƒĂƥ!ƒ ȽŏǆĂǂơ!ƒ ȽƱ5Ǵơǆǋ ƥǋƧƍ .

: ĥuƨƐƥƋǁƐ ĥuĭƜǈǆǆƉ

ƽŏǉƱķĂ ƧŏĂƱķ Ƚŏ5ŏǂĂ ǴǋƥǴǆķƵƍ ǅķ Ŏķ!ƒ Ƚƪƒƨƥ!ƒ ȽŏƞǉǈǆơŏưĂķĂ ƯƧƵ Ĭ!ƍ Ƈƨƞ!ƒ ƒƦǋ ƻƥǋŏ ƴǆƞ ƽƧƱĂ Ü Ƚƪƒƨƥ!ƒ ǀƒƥƊ ǅŏǆƮķ Ĭ!ƍ ƽƧƱķ!ƒ ǅķŏƪ ƯƧƷ!ƒ ƽŏǀơķ!Ă ÜȽǆƥƤķƪǆ!ƒ ƩǴŏ!ƒ ǀƒƥƊ Ƙùƶǉƒ Ŏùķ!ƒ ƘƒƇƒƧƞű! ƻƮĂĂ ÜȽƪƒƨƥ!ƒ ǀƒƥƊ ǇǴǉǋ ƘƒĂƱƤĂ ÜȽƪƒƨƥ!ƒ ȽǉŏƵĂ ƴǆķƞǆĂ ÜƘǴǉǴŏǋ!ƒ ƴùŏǈơķ Ŏ5 ƘǆƥƤķƪƒ Ŏķ!ƒ ȽŏƑǴƮơǗƒ ƔŏǴƪǗƒĂ ÜȽƪƒƨƥ!ƒ ǀƒƥǕ ƘǴƛ!ƒĂ ƽƥƮ!ƒ ƘǕǕƥ ǇǆǅƥǂƶǆǈǇ ǇƦùǋǉ ƨǴùƞǉǆ ƴùơƒƧǆ ƴǕƤ ȽơǴǋ!ƒ ƘǉǆƞƒĂ Ŏķ!ƒ ƥĂŏ!ƒĂ Ƙƒƥƥơǆ!ƒ ǅǈǋǕ ǴưƧƵ ǏƧŏƤƊĂ. ƘǴǉǴŏǋ!ƒ .Ƚƪƒƨƥ!ƒ

[illegible]

جدول رقم (1)

مجتمع الدراسة

الرقم	إسم الدائرة	عدد الموظفين في الدائرة
1	[illegible]	120
2	[illegible]	40
3	[illegible]	60
4	[illegible]	90
5	[illegible]	42
6	[illegible]	29
7	مديرية التربية والتعليم للواء قصبة إربد	182
8	مديرية صحة محافظة إربد	150
	المجموع	713

[illegible]

(2) [illegible]

[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
%83.3	50	60	60	%50	120	[illegible]	1
%87.5	35	40	40	%100	40	[illegible]	2
%90	27	30	30	%50	60	[illegible]	3
%80	36	45	45	%50	90	[illegible]	4
%78.5	33	42	42	%100	42	[illegible]	5
%82.7	24	29	29	%100	29	[illegible]	6
% 93.4	85	91	91	%50	182	**مديرية التربية والتعليم للواء قصبة إربد**	7
%89.3	67	75	75	%50	150	**مديرية صحة محافظة إربد**	8
%86.65	357	412	412	%57.7	713	[illegible]	

[illegible] (%50) [illegible] (412) [illegible]

[illegible] (%100) [illegible] (60) [illegible]

[illegible] (412) [illegible] (60)

[illegible] (% 86.65) [illegible] (357) [illegible]

(2) [illegible]

: [illegible]

[illegible]

[illegible]

[illegible] (2012 [illegible]) [illegible]

[illegible] (2012[illegible]) [illegible]

: [illegible]

:üNjŬƐ ! ƨƫǁƐ

) Ɨ ùǒơ LJùdž Ɨù ʅƒƧþ!ƒ Ɨù ljǒƵ þƒƧù5Ǖ Ɨùǒ5ƒƧƺdžǒþ!ƒ ýdžƒĂƶ!ǤĦ ƫǁƶƙ ƗdžǤƵ ƘǤdžĂǁƶdž ĬǁƵ ăĂƙơƒ

Ĭdžùʅdž!ƒ ÜƗùdžþƤ!ƒ ƘƒĂǈʅ) ýʎdž Ɨǒ5ǒUĂ ýdžƒĂƵ ĬǁƵ ýdžƙƬƒ Ǥdžǂ (Ǒdžǁƶ!ƒ ýNjƋdž!ƒ ÜƧdžƶ!ƒÜƩljɳ!ƒ

. (Ǒ5ǒUĂ!ƒ

:ĬdžFƙǁƐ ! ƨƫǁƐ

ýĦp LJdž ƘǤdžĂǁƶdž!ƒ Ǥǒɳ Ă!Ăǈǂƙ DžƒþƤƙʅƒ ăĂƙʅdž ƩǤǒp Ĭ!ǫ Ƙ5þNj ǈƧǀ5 (21) ĬǁƵ ǑǈǤʎ!ƒ Džʅ!!ƒ ýdžƙƬƒ

ÜƗǒùʅǤʅD ǅƒƨɳD Ɨʅdž Ƥ ĬǁƵ ƘƒƧǀ5!ƒ ýǒƨĂƙ Džƙ Ɨǒơ Ü þĦƨǫ ƗU5ǤơdžĦ ƗǒdžĂǂơ!ƒ ƧFƒĂþ!ƒ Ǒ5 LJǒǁdžǤƶ!ƒ

Ǥùdžǂ ǑùNjĂ Ü ƘǤdžĂǁƶdž!ƒ Ǥǒɳ Ă!Ăǈǂƙ DžƒþƤƙʅƒ ăĂƙʅdž! ƗǈĂǂdž!ƒ ƧƮǤǈƶ!ƒ LJdž ƪƧƮǈƵ ƩǒǀǒƇƨɳ ýǂĂ

ƘǤǂĦùƬ ÜƗdžþƤƙʅdž!ƒ ƘǤǈǤǒĦ!ƒ þƵƒĂp Ü ƗdžþƤƙʅdž!ƒ ƘǤǒɳdžƧĦ!ƒ Ü ƗdžþƤƙʅdž!ƒ ƘƒþƶdžƒĂ ǈƨnjɳǕƒ): Ǒǁǒ

: Ǒǁǒ Ǥdžǂ ǁ !ŖĂ (ƔǒƧþƙ!ƒ Ü ÜƗdžþƤƙʅdž!ƒ ýǤƮƙǗƒ

- ǈƨnjɳǕƒ ƘƒþƶdžƒĂ ƗdžþƤƙʅdž!ƒ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (1 ǈ 6) .
- ƘǤǒɳdžƧĦ!ƒ NJdžþƤƙʅdž!ƒ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (7 ǈ 10) .
- þƵƒĂp ƘǤǈǤǒĦ!ƒ ƗdžþƤƙʅdž!ƒ DžþƤƙʅdž!ƒ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (11 ǈ 14) .
- ƘǤǂĦƬ ýǤƮƙǗƒ NJdžþƤƙʅdž!ƒ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (15 ǈ 18) .
- ƔǒƧþƙ!ƒ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (19 ǈ 21) .

:ƘǁFƙǁƐ ! ƨƫǁƐ

ƗùU5ǤơdžĦ ƗǒdžĂǂơ!ƒƧFƒĂþ!ƒ Ǒ5 LJǒǁdžǤƶ!ƒ ǅƒþD ƩǤǒp Ĭ!ǫ Ƙ5þNj ǈƧǀ5 (20) ĬǁƵ Ɨ !ǤʎƒDžʅ!!ƒ ýdžƙƬƒ

: ǑƙǕƒ Ăơǈ!ƒ ĬǁƵ ǑNjĂ ƗǒʅǤʅD ǅƒƨɳD Ɨʅdž Ƥ ĬǁƵ ƘƒƧǀ5!ƒ ýǒƨĂƙ Džƙ Ɨǒơ Ü þĦƨǫ

- ʅƧƵƗ ǕƒþǅƒC ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (22 ǈ 25) .
- ơɳDž ǕƒþǅƒC ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (26 ǈ 29) .
- þpƗ ǕƒþǅƒC ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (30 ǈ 33) .
- ɳĂþǈ ǕƒþǅƒC ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (34 ǈ 37) .
- ƙĦʅǒƱ ǗƒɳƧƒǅƘ ýʎdžƙĂ ƘƒƧǀ5!ǤĦ DžǤpƧD (ǈ38 41) .

تحديد مستويات الإجابة :

[illegible] (Likert/ Five Point Scale) [illegible] (X) [illegible] (3) [illegible] (2) [illegible] (1) [illegible] .(5)[illegible] (4) [illegible]

[illegible] (3) [illegible] : [illegible] .

[illegible] = [illegible] :[illegible]

1.33 = (3/4) = (3/1-5) = ([illegible]

جدول رقم (3)

مقياس الحكم على آرآء المبحوثين نحو مجالات الدراسة

[illegible]	[illegible]
2.33 = 1.33+1 = [illegible]	2.33 [illegible] - 1 [illegible]
3.66=1.33+2.3 = [illegible]	3.66 [illegible] 2.33 [illegible]
5 = 1.33 + 3.66 = [illegible]	5 - 3.66 [illegible]

: [illegible]

[illegible] (face validity) [illegible] (4) [illegible] .

ثبات الأداة :

[illegible] (50) [illegible] (0.86 - 0.93) [illegible].

(4) [illegible]

[illegible]

[illegible]	[illegible]
0.89	[illegible]
0.90	[illegible]
0.86	[illegible]
0.90	[illegible]
0.93	[illegible]
	[illegible]
	[illegible]
0.88	[illegible]
0.91	[illegible]
0.87	[illegible]
0.92	[illegible]
0.92	[illegible]
	[illegible]

[illegible] : [illegible]

[illegible] Spss ([illegible]) [illegible]:

1 [illegible]

2 [illegible]

3 [illegible] "[illegible]" [illegible] ([illegible])

4 [illegible] ([illegible]).

5 .ŀǒŋǍƨ!ƒ ƽǍƧƼ!ƒ ǇǦǒƲ! ŀǒƽƬ ŀǀǒƧƱƲ ŀǒƥƶƲ!ƒ ƘǦǉƧǦǀǅ!ƒ

6 ŀǜǒǅǍǂơ!ƒ ƧƑǍƥ!ƒ Ǒƽ ƘǦǅǍǆƶǅ!ƒ ǦǒŋǍ!Ǎǉǂƙ ǅƒƥƤƙ˥ƒ ǎǍƙ˥ǅ ƧǛ ƩǦǒ! ƥƥƶƙǅ!ƒ ƧƒƥơǉǗƒ ǖǅǦƶǅ

.ƥƲƧǫ ŀƱƼǦơǅƲ ŀǒǉƥƧǛƒ

: ƲƨƐƥǪǁƐ ŀƤǋǅǅ

ƧǛ ǁǦǉǊ ǇǦǂ ƒǫ ǦǅǒƼ ƧǦƙƤǫ ǅǆǒ˥ ŀǒơ Ǜŀ˥ƒƧƥ!ƒ ƘƒƧǒƷƙǅ ǇǒƲ ƘǦƿǘƶ!ƒ (1) ǅǿƧ ǖǂƬ!ƒ ƧǌƱǒ

ǇǅǅŀǒǅǍǂơ!ƒ ƧƑǍƥ!ƒ Ǒƽ ǇǒǅǅǦƶ!ƒ ƇƒƥƊ ǗƙǦƙ!ƒ ƧǒƷƙǅƒǅƒ ǏǅƩ ƘǦǅǍǅƶǅ!ƒ ǦǒŋǍ!Ǎǉǂƙ ǖǀƙ˥ǅ!ƒ ƧǒƷƙǅǅǅ!

ǏǅƩ ŀƱǒ˥Ǎ ƘƒƧǒƷƙǅǂ ŀǒƼǒƱǍ!ƒ Ǎ ŀǒƽƒƧƷǅǒƥ!ƒ ƘƒƧǒƷƙǅ!ƒ ƧǒǅƙǂǒƊ!ƒ ŀƼǦƲǦƲ Ǘ ǇǒǅǅǦƶ!ƒ ƧƱǉ ŀǌŋǍ

. ǁ!ǅ ƠƲǍǒ Ǒ!ǦǂƗ!ƒ ǖǂƬ!ƒǍ ǇǒǅǅǦƶ!ƒ ƧƱǉ ŀǌŋǍ ǇǅǅǅƗƒǦǂ!ƒ ƧǒƷƙǅǅ!ƒǍ ǖǀƙ˥ǅ!ƒ ƧǒƷƙǅǅ!ƒ ǇǒƲ ŀƥǘƶ!ƒ ǁǅǂ

ƲƐǉƐ ƥǏƐǋǅǁƐ .... ƥǏƐǋǅǁƐ ƥƐƥƐǅǁƐ

ǪǦƥǅ ƲƳƷƑƟǅǦ ƲǏǅǋǁƟǁƐ ƥǲƐǋǪǁƐ Ǐƶ ǅǏǂǅƑǅǁƐ ƍƐǪǦ ƑǁǪƑǅǦǋ	ƑǁǪƑǅǦǋ ǉ ƑǅǋǂǅǁƐ ƑǏǅǋǁǋǅǁƐ
ǦƒƥǛƒ ŀƶƧ˥ ǦƒƥǛƒ ǅŋơ ǦƒƥǛƒ ŀƥƥ ǦƒƥǛƒ ǉƥǍŋ ƘƒǦƧŋǛƒ ƼǒǅƲǂ	ŀǅƥƤƙ˥ǅ!ƒ ƘƒƥƶǅƒǍ ǉƨǌŋǛƒ ŀǅƥƤƙ˥ǅ!ƒ ƘǦǒŋǅƧƲ!ƒ ŀǅƥƤƙ˥ǅ!ƒ ƘǦǉǦǒƲ!ƒ ƥƶƒǍƥ ŀǅƥƤƙ˥ǅ!ƒ ǖǦƬǂǛƒ ƘǦƬƲƬ التدريب

ŀƼǒ˥Ǎ!ƒ ƘƒƧǒƷƙǅ!ƒ
ŀǒƼǒƱǍ!ƒ Ǎ ǈǒƽƒƧƷǅǒƥ!ƒ ǖǅƒǍƶ!ƒ

- ŀǅƥƤ!ƒ ƘƒǍǉ˥ - Ǒǅǅƶ!ƒ ǖǋǅǅ!ƒ - Ƨǅƶ!ƒ - ƩǉǦŋ!ƒ -
ǑƽǒƱǍ!ƒ ǏǅƩ˥ǅ!ƒ

ŀ ǅƥǅ!ƒ ƥƥƶǫ ǇǅǍ : ƧƥƬǅ!ƒ

: [illegible]

[illegible]) [illegible]

.(2009 : [illegible]) [illegible]

.(2011:[illegible]) [illegible]

[illegible]

. (2004: [illegible]) [illegible]

[illegible] (Hardware) : [illegible]

[illegible] .(Laudon & Laudon, 2002) [illegible]

.[illegible] (2001 [illegible]

[illegible] (Software) :[illegible]

[illegible] (Laudon & Laudon, 2002) [illegible] .(2001 [illegible]) [illegible]

[illegible]

.[illegible]

:(Communication Networks) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] ([illegible]) [illegible]

.(Laudon & Laudon, 2002) .[illegible]

[illegible] : [illegible]

[illegible]

ƖƥƧƒĂù!ƒ (41 Ĳ 22) ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ ƸƧƶŏĂ Üƥƥơďž ƸƥŃ ƽŏŀơƙ ýƞƉ ĽĴž ƗĵŏƶĎž ƘƓƼƧƬƙĂ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ

(2001Ü ƘƒƥƒƧùƞĂ ĽĴŏù ƜŏƀĎž!ƒ) Ɩƥƥơďž!ƒ ƧŏŏƓƶďž!ƒĂ ƥƵƒĂŀľ! ƑŀƼĂ ýďžƶ!ƒ ƨƓƞĿƍ ŅĿĴƀ ĽĴĂƧƤƇ ăƧŏĂ

: Ɨŏ!Ƈƙ!ƒ ƧŏŏƓƶďž!ƒ ƇƒƥǕƒ ĽĴž ƜƙŏĂ

22) ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ ƸƧƶŏĂ Ü ƇƒƥǕƒ ŎƼ ǁĎŊƙƪďž!ƒ ƘƥĂ!ƒ ĽĴžƨ!ƒ ƧƓŏƶďž ýƛďžƙ : ƅƐƣǓƐ ƕƳƥƨ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ ƖƥƧƒĂ!ƒ (25 Ĳ

(2010: ŎƙĂŏƧŀ!ƒ) ƗĵŏƶĎž ƖƧƙƼ ýǘƤ ƓŃƨƓƞĿƍ ƧƧŀďž!ƒ ýƓďžƵǕƒ ĎžƞƠ ĂƉ ƥƥƶ! Ŏďžǂ ĎžŏŏŀƙƷ : ƅƐƣǓƐ !ƜƟ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ ƖƥƧƒĂ!ƒ (29 Ĳ 26) ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ ƸƧƶŏĂ Ü

ƸƧƶŏĂ Ü ƔĂľƱďž!ƒ ƇƒƥǕƒ ƱĂƧƬĂ ƘƓƼƬƒĂďžĂ ƧŏŏƓƶďž! ƇƒƥǕƒ ƘƓƞƧƤďž ƗŀƀƓƱďž ăƥďž : ƅƐƣǓƐ ƔƣŃƜ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ ƖƥƧƒĂ!ƒ (37 Ĳ 34) ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ

ƸƧùƶŏĂ Ü ƇƒƥǕƒ ŎùƼ ĽĴŏĿƒĂŀ!ƒĂ ƗďžƲĿǕƒĂ ƘƓďžŏľƶƙ!ƒĂ ƥƵƒĂŀ!ƒ ƽŏƀƱƙƀ Ďƒƨƙ!Ǘƒ ăƥďž : ƅƐƣǓƐ ƕƼƣ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ ƖƥƧƒĂ!ƒ (33 Ĳ 30) ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ

ƥƥùƵ ƲŏƼƤƙ ýǘƤ ĽĴž ýďžƶ!ƒ ƖƇƼǂ ĽĴŏƪơƙ Ǐ!ƍ ƸƥŊŏ ĎžŏďžƬƙ ŃĿƉ ǏľƵ ƸƧƶŏ : ƖƐƅƐƥƜǕƐ ƲǏƨƓǂ

ĎĭƓƥƧƉ ƘƒƧŀƼ!Ƈƀ ƑŏƑƒƧƞƍ ƸƧƶŏĂ Ü(Daft & Noe, 2001) ĎžŏƲĿƙ!ƒ ýƤƒƥ ƒ Ƥƫ!ƒ ƓŊŏƥƋŏ Ŏƙ!ƒ ĎĭƓŊďž!ƒ

. ƗƪƒƧƥ!ƒ ƖƒƥƉ ŎƼ ƖƥƧƒĂ!ƒ (41 Ĳ 38)

ŅƙƓŏ!ĂƋùƪďžĂ Ņ!ƓďžƵǕ ƸƲĂďž!ƒ Ʀŏƽĵƙ ŅĿĴƀ ŎƽŏƲĂ!ƒ ƇƒƥǕƒ (Haynes) ƨĵŏƓŃ ƘƼƧƵ : ǏƸǐƜŃǁƐ ƅƐƣǓƐ

ŎùƼ ƸùƲĂďž!ƒ ƓŃŀŀơŏ Ŏƙ!ƒ ŊƑƓƙĿ!ƒ ŎĿƶŏĂ Ü ƓŃƀ ŅƙƽŏƲĂ ƱƀƙƧƙ Ŏƙ!ƒ ƗŃƞ!ƒ ĂƉ ƗďžƲĿďž!ƒ ƓŃƀ ŅƽǁǂƙŎƙ!ƒ

.(2001 ÜĽĴƓŏďžĿ!ƒ) ƗƪƒƧƥ ŎƼ ƖƧĂǂƦďž!ƒ .ƗďžƲĿďž!ƒ

إجراءات تطبيق الدراسة:

[illegible]

[illegible] (18/8-25/8/2013) [illegible]

[illegible] (SPSS) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] 2013 [illegible]

[illegible]

[illegible]

[illegible]

[illegible] : ويحتوي هذه الفصل على عرض للجانب النظري المتعلق بالدراسة والذي يتكون من قسمين رئيسيين:

القسم الأول : (الخلفية النظرية) : [illegible]

القسم الثاني : (الدراسات السابقة) : [illegible]

[illegible]

الفصل الثالث : (تحليل بيانات الدراسة ومناقشتها) : [illegible]

[illegible]

(Information Technology)

(Employees Performance)

Weiss(2010)

(2010)

(2003) Baloh & Trkman

:1-1

(Creative Energy)

.(2006

Turban, McLean &

.(Wetherbe, 2010,

2-1: [illegible]

[illegible] (2008 [illegible]) [illegible]

1. [illegible]
2. [illegible]
3. [illegible]
4. [illegible]

[illegible]

3-1: [illegible]

[illegible] (2004 [illegible]) [illegible]

1. [illegible]

2. [illegible]

3. [illegible]

4. [illegible]

5. [illegible]

6. [illegible]

7. [illegible]

[illegible] :4-1

[illegible] (2007) [illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible].

[illegible] (2006)[illegible]

(Communication Networks) [illegible] (Computer systems) [illegible]

Turban) [illegible] (Knowledge of Technology) [illegible]

[illegible] (& Meclean,2010

[illegible].

[illegible] :5-1

[illegible]

[illegible]

Access to) [illegible]

[illegible] (Information

[illegible]) [illegible]

[illegible] (2002

[illegible].

Ǒù5 ýùƛdžǩǩ Ɨù˥ǒƒƧ Ƨ˥ǦǈƵ ƗƛǛƛ ǇdžǇǍƗǩǒ ǇǇƗdžǒ ýdžǦƗǩdž ƔǍ˥ǦƠ ǍǇ ǑǩǦdžǍǈƶdž ǄǦƱǈ ĭǇ ǇǪ

ǑǈǦùƛ!ƒ ǇǍƗdž!ƒǍ ÜƘƒƨǒnjɳǩ!ƒǍ ƘƒþƶdžǃĬƵþǩǍ (Hardware) ǦnjǩǦlƠǈdžǍ Ɣǒ˥ƒǍƠ!ƒ ĭþǦdž!ƒ ǇǍƗdž!ƒ

) ĭƧùƬǃ!ƒ Ƨù˥ǈƶ!ƒ ǍùǋƧùǒƤǕƒ Ƨ˥ǈƶ!ƒǍ ÜĭǍǈƶdž ǇǍƗdž ǑǋǍ (Software) ƘǦǒɳdžƧǃ!ƒ ǍǋĞ

Ǒùǈƶǒ Ƨù˥ǈƵ ĭǇ ƔǦùǒƺ ǇǇ Ʊùơǚdž!ƒ ǇdžǍ (1998 ÜĭƧǍƤ!ƒ) ƗdžƱǈǕƒ ǈǋǈ! ýƺƬdžƗ (Human

.ƗơǒơƮ lƧǍƮǃ ǋǩǦǃɳƒǍ ǄƒþǇ ǇƵ ǄǦƱǈ!ƒ ƧǍƮþ

Ü(Hardware) ƗǃǈùƮ!ƒ ƘǦùǈǍƗdž!ƒ ǇùdžǍ ǇǍùƗǩǒ ƔǍ˥ǦƠ!ƒ ƨǦnjɳ ǇǇ Ü(2009)ǑǃƵƨ!ƒ ƧƗǋ ǦdžƗ

ǇǒƨùƤǩ!ƒ ƘƒþùƠǍǍ (Output Units) ǇƒƧùƤǕƒ ƘƒþùƠǍǍ (Input Units) ýǦƤþǕƒ ƘƒþƠǍǍ

ǄƨùɳǃƒǍ (Central Processing Unit CPU) Ɨùǒƨ ƗƧdž!ƒ Ɨɳ!Ǧƶdž!ƒ lþƠǍ ýƗƬǩǍ (Store Units)

ýùlƶ!ƒ Ǒùnj5 ÜǦùnjdžǒƱǈǩǍ ƘǦǈǦǃ!ƒ Ɨɳ!ǦƶdžǇƵ Ɨ!ǍƋ˥dž!ƒ lþƠǍ!ƒǇƵ Ƨǃƶǒ ĭǋ!ƒ ƔǍ˥ǦƠ!ƒ Ǒ5 ǄǦnj!ƒ

ƴùǒdžɳǃ ƱǃǩƧùǩ Ǒùǩ!ƒ ƗǒlƱǈdž!ƒǍ ƗǃǦ˥Ơ!ƒ ƘǦǒǈdžƶ!ƒ ýǒdžɳǩǃ ǄǍlǩ Ɨǒơ ÜƔǍ˥ǦƠ!ƒ ƨǦnjɳ Ǒ5 Ƨǃþdž!ƒ

.ǁ!ǋǃ ƐǩƤǩ ƗlǒþþƗɳdžƧǃ ýǚƤ Ǉdž ƔǍ˥ǦƠǈ! ƗǒǈƤƒþ!ƒ ǄƒƨɳǕƒ

Ƨùǒƺ ǇǦùǒƗ!ƒ ǇƵ Ƨǃƶǒ ĭǋ!ƒǍ ǄǦƱǈ!ƒ ǇdžƧƤǕƒ ǄƨƞÄ!ƒ (Software) ǄƱǈ!ƒǍ ƘǦǒɳdžƧǃ!ƒ ýƗƬǩǍ

ýþǩ lƧǍƮǃ ƗǃǩƧdž!ƒǍ ƗdžƱǈdž!ƒ ƧdžƒǍǕƒǍ ƘǦdžǒǈƶǩ!ƒ ǇdžƗƵǍdžɳdž ǑǋǍ ÜƔǍ˥ǦƠ!ƒ ǄǦƱǈ Ǒ5 ƩǍdžǈdž!ƒ

ƘƒþƧƒǍù!ƒ ǇǒùǃƫǒùǈǩǍǩ!ƒ ǦnjǍǛƤ ǇdžǍ ǄǩǒǍ ÜƗǈǩƤdž!ƒ ƧǦƱǍ!ƒ ǋǒǈǈǩ! ƔǍ˥Ǧƹ! ƘǦdžǒǈƶǩ ǄǦƱƵǪ ĭǈƵ

:ĭù!Ǫ Ü(2007Ü ǄǦɳǒnj!ƒ Ǎǃǈ) ǦnjƠưǍ ǦdžƗ ǄƱǈ!ƒǍ ƘǦǒɳdžƧǃ!ƒ ǄǈǩǍ ÜƗǈǩƤdž!ƒ ƘǦǒǈdžƶ!ƒ ǋǒǈǩ ǇǦdžư!

Special purpose) ƻþùnj!ƒ lþþùơdž ǋdžƒƧǃ!Ǧù ƗǈǩƤdž!ƒ (Packages) ƗùǒlǒƱǩ!ƒ ǍǇ lƨǋǦùɳ!ƒ ǋdžƒƧǃ!ƒ

ǍùǋǑǈǦùƛ!ƒ ƳǍùǈ!ƒǍ (General- Purpose Software) ƻþùnj!ƒ ƗdžǦƵ ǋdžƒƧǃ!ƒǍ (software

Operating) ýǒƺùƬǩ!ƒ ƗùdžƱǈǕƒ Ɨǃù˥ǈ!Ǧǃ ýǦƠ!ƒ ǍǋǦdžƗ (System software) ǄƱǈ!ƒ ƘǦǒɳdžƧǃ

.ƗǈǩƤdž!ƒ (Programming Language) ƗɳdžƧǃ!ƒ ƘǦƺ!Ǎ (systems

[illegible] :6-1

[illegible]

: (2009 [illegible])

1. [illegible]

[illegible]

2. [illegible]

3. [illegible]

[illegible]

4. [illegible]

[illegible]

[illegible] :7-1

[illegible] (2009) [illegible]

[illegible]

[illegible] (2011) [illegible]

8-1 [illegible]

[illegible] (2008 [illegible]).

[illegible] (2012 [illegible]).

[illegible] (2011 [illegible]) [illegible]

[illegible] (2006) [illegible]

[illegible] (2006) [illegible]

[illegible]

[illegible]

.(2007

[illegible] .(2011 [illegible])

[illegible] (2006 [illegible]) [illegible]

[illegible] (Information system) [illegible]

.(2008 [illegible]) [illegible]

.(2005

(2009)

Time)

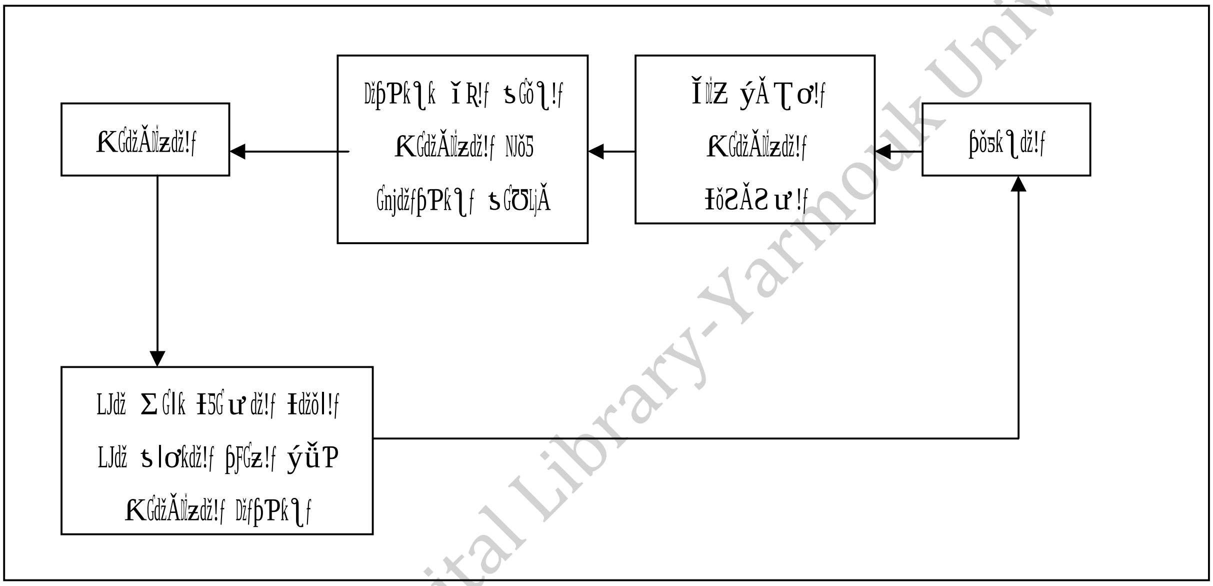
content) ("dimension

(dimension

(Form Dimension)

.(2007 (Presentation)

[illegible] (2007) [illegible]



[illegible] (2007) [illegible] (1)

[illegible] (1) [illegible]

[illegible]

ǻùƲǀ ýƽǂķ ǴǻǂÜǂőƽƒĂ ƘǴǀǴőǁĂ ƘǴǻĂǁƶǻ Ĭǁƶ ǋƒĂķơŬ ŖƤķǻ!ƒ ƨƒƨ!ƒ ǂőǁƶǴƽ ǉƥǴőƨ Ĭ!ǫ ĭƥƌő Ǵǻ ĂǋĵĂ Ŏùķ!ƒ ǉƥùķƨǻ!ƒ ƘǴùǻĂǁƶǻ!ƒ ƾőƨƱ ǇƵ Üĭƨƒƥ Ųƒ ƨƒƨ!ƒ Ŗőƽǀķ ƘǴőǁǻƶ! ǂǀőƥƥ ǂǁǴƥƨ ƥĂƞĂ ƘǴǻĂǁƶǻ!ƒ Üĭƨƒƥ Ųƒ ƨƒƨ!ƒ ŖǴƤķƒ Őƽ ǇǴƱƤǕƒ ýƥƶǻ ƯǴƽƤǀƒ Ĭ!ǫ ƘǴǻĂǁƶǻ!ƒ ǻƲǀ ĭƥƌķĂ ÜƨƒƨƒƨƒƨƒƨƒýǀǴƮ ǴǋǴǀǁķő ǻùƲǀ ǁ!Ŗùǂ ǻĂùǀķĂ ÜƘǴǻĂǁƶǻ ǇǻǋőĂơķ ǴǻĂ ǻƲǀ!ƒ ǀŖǋ Őƽ ĭƨƮǁ!ƒ ýƤƥķ!ƒ ǂǁƪǀ ƯǴƽƤǀŬ ǂƞőķǀ ýùưĂĂ ǇǴùǀǁ! ǂùǻƨǖ!ƒ ƘǴǀǴőǁ!ƒĂ ƘǴǻĂǁƶǻ!ǴǁǴǋǁƱ ƥǀƶ ǂǻǴƶ!ƒ ǉƨƒƥŬƒ ƥőĂƨķ Őƽ ƨĂƥǁ ƘǴǻĂǁƶǻ!ƒ .(2011 ÜΣőĂƵ) ǂőǁǀķƪǻ!ƒ ǴǋƱƱƤ

1-9: ǴƐǋǻ !ưǻ ǂǻǋǋǂǀǀ :ǀ

Ĭùǁƶ ƨùǂƨķ ƘǴőƒƥùǁ!ƒ Ƙùǀǂ ǂőơ ǴƶőƨƪǀƨĂƱķ ǉƨőƤǕƒ ǂǀĂŬƒ Őƽ ƘǴǻĂǁƶǻ!ƒ ǻƲǀ ƘƥǋƮ ƥ!
ýùƑǋ!ƒ Ŏùǻǁƶ!ƒ ƨĂùƱķ!ƒ ƒŖǋ! ǂơǖ!ƒ ýơƒƨǻ!ƒ ǴǻƉ ÜĬǀƶǻ ƘƒŖ ƘǴǻĂǁƶǻ Ǌ!Ǵƶķ ƘơǁƮƉĂ ƘǴǀǴőǁ!ƒ Őù5 ƨùőǁǂ!ƒ ǴǋƨĂƥĂ ƘŬǴƮķŬƒ Ĭǁƶ ƨőǂƨķ!ƒ ǁ!Ŗ ǖķ ǻĂ ƘƒƨƒƨƒǻƵƥ ǻƲǀ Ĭǁƶ ƨőǂƨķ!ƒ ƠǁƮƌ5
ýǴƞǻ!ƒ ƒŖǋǁ ǇĂǻķǋǻ!ƒ Ưƶǁ ýƥĂķőĂ Üýǻƶ!ƒ ǇƒƥƉ Őƽ ǂ!Ăǋƪ!ƒĂ ǂƵƨƪ!ƒ Ĭ!ǫ ǂƽǴưǫ ƘǴƽǴƪǻ!ƒ ƨǴƮķƤƒ ǂǁùƪĂơǻ!ƒ ǂùőƨƒƥŬƒ ƘǴǻĂǁƶǻ!ƒ ǻƲǀ ǻƪǀķĂ Üǂƽǁķƥǻ!ƒ ƘƒƨǴƮķƪŬƒ Ĭǁƶ Őǁǀķƪǻ!ƒ ƨőǂƨķ!ƒ ǇĂǂő ǇƉ :ǂő!Ǵķ!ƒ ƳƒĂǀŬƒ Ĭ!ǫ

1. ǻƲǀ ǂƞ!Ǵƶǻ ƘǴǀǴőǁ!ƒ (Data processing system DPS) ĂǀőƮƥ ǁǁķ ǴǋǁĬ!ĂùķķŎùķ!ƒ ǻƲǀ!ƒ ǂőǁőƺùƮķ!ƒ ƘǴőǁǻƶ!ƒ ǇƒƨƞǫĂ Üǂőƞƨ ǴƤ!ƒĂ ǂőǁƤƒƥ!ƒ Üǂƽǁķƥǻ!ƒ ǴǋƨƥǴƮǻ ǇǻǁǻƵ ǀǴǀǴőǁ!ƒ ýőǻƞķ ƘǴőǁǻƶ ýùƤƒƥ ǇǀùǻƵ ƽƨùƱŬƒ ǇǻǁƶƤƒǁ!ƒ ǂƱƪƒǂǀ ǴǋǻƒƥƤķƪ ǇǂǻŎ ƨőƨǴķ ýǂƮ Őƽ ÜǴő!ƙĂ ǴőĂƥő ÜǴǋőǁƶ .(2011 ÜŎǀĂǁƞƶ!ƒĂ ǂǀƥǴƮǻ) ǂǻƲǀǻ!ƒ ǁƨǴƤĂ

2. ǻƲǀ ƘǴǻĂǁƶǻ!ƒ ǂőƨƒƥŬƒ (Management Information System MIS) ǋƒŖǀ ǴǻùƲǀ!ƒ ǋùőƥ! ƨƽƒĂùķ Őƺǁǀő ǁ!Ŗ ƾőǀơķ!Ă ǉƨƒƥŬ ǁ!ŖĂ .ǂǁƪǀǻ ƘǴǻĂǁƶǻ ǁǁƘǴǀǴőǁ!ƒ ƒ őƤǁķ Ǌǻƥ Ĭǁƶ ǉƨƥ!ƒ ýùǻǴǂķĂ Ǌùǻƥ Őù5 ǉƥƶǴƪǻǁ! ƘǴǀǴőǁ!ƒ ǉƥƶǴƥ ǻǴƲǀ ƨƽƒĂķ ǴǋǻǋƉ ǇǻĂ ÜǻǴƲǀ!ƒ ƒŖǋ Őƽ ǉƥőƥƶ ƘǴǀĂǂǻ ƨƽĂùķ Őù!Ŭƒ Ưùƪǁơ!ƒ Ĭùǁƶ ǂőǀǁǻ ǂőǻǴǻĂǁƶǻ ǻƲǀ Őǋƽ ÜƘǴǀǴőǁ!ƒ ǂƞ!Ǵƶǻ ƘǴǀőǁƱķ Ǉǻ ƘǴǻĂǁƶǻ!ƒ ƥùơƉ ĂƉ Üýùǂǂ ǂùǻƲǀǻ!ƒ Ƙùǀǂ ƵƒĂƪ ÜǂőǻƪƨƪĂ ǂőǻƲǀ ǉƥơĂ ǇƵ ǇőǀĂƌƪǻ!ƒ ǇőƨőƥǻǁǁǀƘǴǻĂǁƶǻ!ƒ

[illegible]
[illegible] (2011).

2. [illegible] (Decdision Support System DSS): [illegible]
[illegible] (Licker) [illegible]
[illegible]
[illegible] ([illegible]) [illegible]
[illegible]
[illegible] (2006).

3. [illegible] (Executive Support Systems ESS) [illegible]
[illegible]
[illegible]
[illegible]
[illegible]
[illegible]
[illegible]
(2009).

4. [illegible] (Operational – Level System) [illegible]
[illegible]
[illegible]
[illegible].

5. [illegible] (Expert Systems) [illegible]
[illegible]
[illegible]

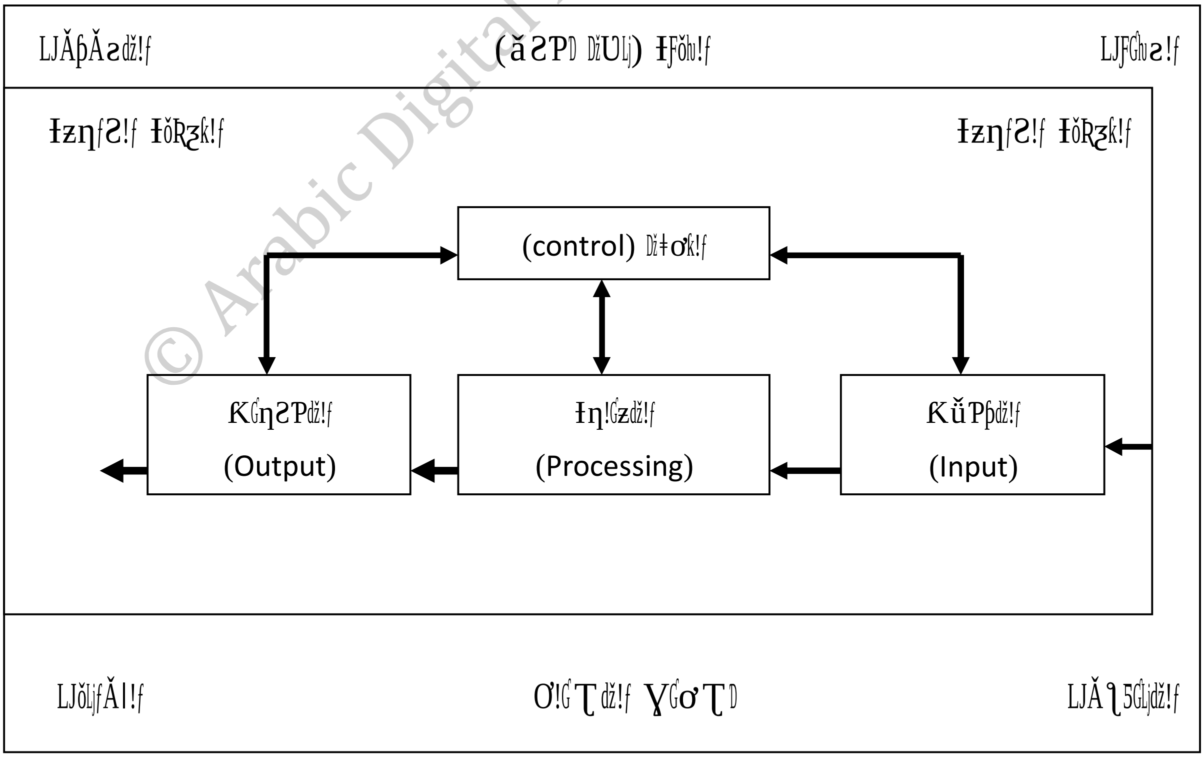
[illegible]

[illegible] .(2011 [illegible] 2006

[illegible] .(2011 [illegible]

1-10: [illegible]

[illegible] (2) [illegible]



[illegible] (**2**) [illegible] **2007**)

[illegible] (2) [illegible]

[illegible]

:(2007)[illegible] (Obrien, 2002) [illegible]

1. [illegible] :(**Input /Data**) [illegible] (Text Data) [illegible] (Item Data) [illegible] (Image Data) [illegible] (Audio Data) [illegible] (Video Data).

2. [illegible] :(**Processing**) [illegible].

3. [illegible] :(**Output/ information**) [illegible].

4. [illegible] (**Feedback**) [illegible] :(**Control**) [illegible] (Control) [illegible].

[illegible].

[illegible] (Environment) [illegible]

[illegible]

[illegible] :11-1

[illegible] Baskerville &) [illegible] (Siponen, 2002 [illegible]

[illegible] :12-1

[illegible]

[illegible]
[illegible] (Mockler, 2000) [illegible] .(2009 [illegible]) [illegible]:

1. [illegible] (Hardware) [illegible] (Servers) [illegible].
2. [illegible] (Software Resources) [illegible] (Operating Software) [illegible] (Application Software) [illegible] (Protocols) [illegible] (Statements) [illegible].
3. [illegible] (Data) [illegible] (Data bases) [illegible] (Fulltext) [illegible] (bibliographic) [illegible] (Abstracts) [illegible].
4. [illegible] (Human Resources): [illegible].
5. [illegible] (Network and Communication Resources) [illegible] (Internet) [illegible] (Intranet) [illegible] (Extranet) [illegible]

LJdž CƒĂʅ ĶĜdžĂǁƶdž!ƒĂ ĶĜǉĜǁ!ƒ ýǀǉ Ǥǌ!ǘƤ LJdž ǅǩŏĂ ÜĶĜdžƲǉdž!ƒ ýŏdžɳ Ŏ5Ă ĶĜŏǁdžƶ!ƒ Ŏ5 ƚŏƧĜƶŏdž!ƒ

.ǤǌɳƧĜƤ ĂǅƚdžƲǉdž!ƒ ýƤƒþ

: ǀƑǅǋǂýǅǁǃ ǀƑǀĜʅ ƷƐǋǆĉ :**13-1**

ĶĜùdžĂǁƶdž!ƒ ƫ5þǩ LJĜdžư ýɳǅ LJdž ĶĜdžƲǉdž!ƒ Ŏ5 ǅþƤǩʅǩ ĶĜdžĂǁƶdž!ƒ ĶĜǂǁT LJdž ǀþþƶǩdž ƳƒĂǉǅ ǁĜǉǌ

LJǅ LJùǂdžŏ Ŏùǩ!ƒ ĶĜǂǁùT!ƒ ƳƒĂǉǕ Ơŏư Ăǩ Ŏǁŏ Ǥdžŏ5Ă Üĭ ƧƒþǕƒ ýdžƶ!ƒ ĶĜǁǁƷǩdž ýŏdžɳ ĭƦǩ ǀƧĂƮǁ

:ĶĜdžƲǉdž!ƒ Ŏ5 ĶĜdžĂǁƶdž!ƒ ýþǁǩ Ŏ5 ǅþƤǩʅǩ

.1 ǀdžþƚdžǗǃ : ƫǁƷŏ ǅʅƒ ĶǉƧǩǉǕƒ ĭùǁƵ ƚǂǁùT ĶĜùdžĂǁƶdž!ƒ ƚùŏ!Ăþ!ƒ (International Net

(Protocols) ĶǕĂùǂĂǩĂƧǁ ýǘƤ LJdž ƔĂʅĜơ!ƒ ǀƨǌɳǅ LJdž LJŏŏǘdž!ƒ LJŏǁ ƷǁƧǩ Ŏǩ!ƒ ŎǋĂ (Work

ƚùƛþĜơdž!Ĝǂ ǀþþƶǩdž ĶĜdžþƤ ǅþǀŏ ƚŏơ ÜǀƨǌɳǕƒ ǉƦǋ LJŏǁ ýʅƒƧǩ!ƒĂ ĶĜdžĂǁƶdž!ƒ ýþǁǩ ƚŏǁdžƵ Ŏ5 ǅǂơǩǩ

Üǅdž!Ĝùƶ!ƒ Ŏù5 LJĜǂdž ĭǅ Ŏ5 ƚǂǁT!ƒ LJdžư ƧƤĉ ǁƧǩTdž ĭǁ ýƮǩŏ LJǅ ǁƧǩTdžǁ! Ơŏǩǩ Ŏǩ!ƒĂ (Talk)

ýǁǀǩùʅƒĂ ýĜʅƧǫ LJdž ǅþƤǩʅdž!ƒ LJǂdžŏ ĭƦ!ƒĂ (Electronic Mail) ŎǉĂƧǩǂ!Ǖƒ þŏƧǁ!ƒ ƚdžþƤ ǁ!ƦǂĂ

ýĂƤþù!ƒ ǁƧǩùTdžǁ! Ơŏǩǩ Ŏǩ!ƒĂ (Telnet) þƶǁ LJƵ ýĂƤþ!ƒ ƚdžþƤ ǗưŏǅĂ ÜƚŏǉĂƧǩǂ!Ǖƒ ĶĜ5ǁdž!ƒ ƚ5Ĝǂ

ǉƦùǌ! ƻĜưŏ ÜǤǌŏĂơŏ Ŏǩ!ƒ ĶĜdžĂǁƶdž!ƒ LJdž ǀþĜ5ǩʅǕƒĂ ǋŏ!ǫ ýĂƤdž ƔĂʅĜơ ƨǤǌɳ ĭǅ ĭ!ǫ

Ĝùǌǉdž ǀþĜ5ùʅǕƒĂ ĶùǉƧǩǉǕƒ ƚǂǁT Ƨǁƶ ĶĜdžĂǁƶdž!ƒ LJdž ýʅƒĂ!ƒ ƫĜƷǉ!ƒ Ơ5Ʈǩ ĭǁƶ ǀƧþ!!ƒ ĶĜdžþƤ!ƒ

.(2008 ÜĭĂǁƵ) ǋ5ƒþǋǅĂ ǅþƤǩʅdž!ƒ ƚɳĜơ ƔʅƠ

:ƚŏ!Ĝǩ!ƒ ƳƒĂǉǕƒ Ü(2006) ŎƮŏơǁ!ƒ ƻŏưŏĂ

.1 ǀdžþƚdžǗǃ : ƷǁƧǩ LJŏǁĂ Ǥǌǉŏǁ ýƮ5ǩĂ ǀþơƒĂ ƚǂƧT Ŏ5ƲĂdž LJŏǁ ƷǁƧǩ ƜƧĜùƤ!ƒ LJƒƧþùɳ ƧĜùǉ!ƒ (Fire

.Ŏ5ŏƲĂ!ƒ ƠŏƧƮǩ!ƒ ƒĂǁdžơŏ ǅ! Ĝdž ǘƑĜơ ƻǀǩ Ŏǩ!ƒĂ (Walls

.2 ǀdžþƚƨǀǕǃ : ƫŏǁƷǩ LJŏǁ ƷǁƧŏ ĶĜǂǁT ĶǉƒƧǩǉǕƒ Ŏǩ!ƒ ǤǌƷǁƧǩ ƚǂƒƧT LJdž ƳĂùǉ Ĝùdž ǅǅ Ĝùǌƶdžɳǩ

ĶĜǂǁùT ǁǅ Cǘdžƶ!ƒ ƔŏƧþǩ ǅƲǉ) .ǤǌǩĜǀŏǁƷǩ LJdžĂ ĶĜdžĂǁƶdž!ƒ ýþǁǩ ǅǌ! LJdžƌǩĂ ƷŏƷƤǩ!ƒ ƚŏƨǂƧdž

.(ƚŏ5Ƨ ƮTdž!ƒĂ ƚŏ!Ĝdž!ƒ ĶĜdžþƤ!ƒ ĶĜʅʅƌdž

.3 ǃǀǁƑǃ ǗǂƳǀǕƑǀƮ :(**Artificial Intelligence**) ƚǩĜơ ĶĜǁĜùʅĜơ ƚùŏ!ĉ ƚùŏǉĂƧǩǂ!ƒ Ŏǂ Ĝùơǩ

ǀƧùŏǁƤ!ƒ ǅƲǉù!ƒ ĜùǌǩĜǀŏǁƷǩ ǅǋǅ LJdžĂ ĶǘǂTdž!ƒ ƚɳ!Ĝƶdž Ŏ5 ŎƶŏǁƷ!ƒ CĜǂƦ!ƒ ĶĜ5ƧƮǩ (Expert

ǀþƵĜùʅdž!ƒ ǅŏþùǁǩǁ ƚùŏǉƶdž ŎǋĂ ƚŏǁǩǂdž!ƒ ƚŏ!Ǖƒ ǅƲǉ!ƒĂ (robotics) Ŏ!Ǖƒ LJĜʅǉǕƒĂ (Systems

ĶĜƵĜdžɳĂ þƒƧ5Ǖƒ LJŏǁ ĜŏǉĂƧǩǂ!ƒ ýƑĜʅĂ!ƒ ýǀǉĂ ýŏdžɳǩ!ƒĂ LJŏƨƤǩ!ƒĂ ýŏƺTǩ!ƒ ĶĜŏǁdžƵ Ŏ5 ĶĜdžƲǉdžǁ!

.ĶĜdžƲǉdž!ƒĂ ýdžƶ!ƒ

[illegible] .(2002 [illegible])

[illegible] (2011) [illegible] (File) [illegible] (Records) [illegible] (2011 [illegible]) [illegible] (Shared Databases) [illegible] (Individualized Databases) [illegible] (Distributed Databases) [illegible] (Public Databases) [illegible] .(2008

[illegible] (2004) [illegible] .

[illegible]

[illegible]

[illegible]
[illegible]
[illegible]
[illegible]

[illegible] :1-2 [illegible]
. (2008 [illegible]) . [illegible]

[illegible] (2006) [illegible]
. [illegible]

[illegible]
[illegible]
[illegible]
[illegible]
.(2010 [illegible]) [illegible]

[illegible]
[illegible]
[illegible]
[illegible]
. (2010 [illegible]) . [illegible]

[illegible]

(2012 [illegible])

:2-2 [illegible]

:(2003[illegible]) [illegible]

- [illegible]
- [illegible]
- [illegible]
- [illegible]

:3-2 [illegible] (2012 [illegible]) :

1. [illegible]

2. [illegible]

3. [illegible]

[illegible]:4-2

: (2010 [illegible]) [illegible]

1. [illegible]

2. [illegible]

3. [illegible]

4. [illegible]

ƧĂdžĐ Ŏ5 ýdžž!ƒ ƘǴƵǴƪĂ ƘpĂ ƧþǊ ŎǈžŏƗƪƪƋdž!ƒ Ŏ5 ĭƧƒþǗƒ ƔŏƪƘ!Ǵ5 :ăþƐqǕƐ ƒĭƨƗǁƐ .5

ĭþƋŏ þp ǬǙǄdž5 ǕLJŏƧƤǓƒ LJŏƽƱĂdž!ƒ ǠƒþĐ ĬǈƵ ŎǊǈƪ ý‡Ƭǉ ǀƧǄƋdž LJĂ‡ƙ þp ýǉ ǕƗƞƘǉdž Ƨŏƹ

Ɨ!Ă‡Ădž!ƒ ýǴdžƵǕƒ ƨǴƞǉǫ Ŏ5 ƗƒƧƙ‡Ǔƒ ǄþƵĂ ýdžž!ƒ LJǴ‡dž LJƵ ƔŏƺƘ!ƒ ǀƧǄ‡ Ĭ!ƒ ƔŏƪƘ!ƒ ƒƦǊ

ƗŏdžŏƱǉƘ!ƒ Ɨ5ǴǀǈǕ! ĂĐ ǕƧƒƧƬǗƒ ĂĐ ǀþǴŏǀ!ƒ ƔĂǈƪǕ ƗƞŏƘǉ ĭƧƒþǗƒ ƔŏƪƘ!ƒ ƋƬǉŏ þpĂ .Ǆǌǉ!

.ƗƪƪƋdž!ƒ Ŏ5 ǀþƑǴƪ!ƒ

ƩǴùƪƋ‡ ƘǴƪƪƋdž!ƒ ǴǌǉdžþƤƘƪƘ Ŏƙ!ƒ ǠƒþǕƒ ƘƒƧƬƋdž þŏþơƘ LJ‡džŏ : ĬƧĭưǋǁƐ ƀƐqǓƐ ǀƐþƪĐǅ :5-2

(2012 ǕƗǉþǴǉƵ) :Ŏǈŏ Ǵdžŏ5 Ǆŏŏǀƙǈ!

ƗùơǴƙdž!ƒ þƧƒĂùdž!ƒ ǄƒþƤƘùƪƒ Ŏù5 þǴùƮƘpǓƒ Ĭ!ǫ ƧŏƬŏ ƧƬƋdž!ƒ ƒƦǊĂ ǀǴǴ5‡!Ǵǉ ƾǈžƙƙ ƘƒƧƬƋdž -1

.ǄƒþƤƘƪƒ ýư5ƒ (ƘpĂ ǕýǴdž ǕLJŏƽƱĂdž)

ƧùpĂƙƙĂ ǕǴǊƧŏĂƱƙ ĬǈƵ ƗŏdžĂ‡ơ!ƒ ǀƨǌƞǕƒ ýdžžƙ Ŏƙ!ƒ ƧƒþǋǕƒ ƾŏǀơƙ ƗŏǈƵǴ5ǉ ƾǈžƙƙ ƘƒƧƬƋdž -2

.ǀþơĂ ý‡ ƧƒþǊĐĂ ƱǴƬǉ ƗžŏǉƱ ĬǈƵ ƘƒƧƬƋdž!ƒ ǉƦǊ

LJŏùǉ Ɨŏǉƪǉ!ƒ ƗpǖžƗ!ƒ ƾŏƧƱ LJƵ ǁ!Ʀ LJĂ‡ŏĂ ǕŎdžĂ‡ơ!ƒ ƨǴǌƞ!ƒ ƘƒþơĂ ƗŏƞǴƙǉƗǉ ƾǈžƙƙ ƘƒƧƬƋdž -3

Ŏùƙ!ƒĂ ƗŏƞǴƙǉǗƒ ƧƮǴǉƵ LJdž ƭƧƮǉƵ Ŏ5ŏƱĂ!ƒ ǠƒþǕƒ ƧǉƙžŏĂ .ƘƒþơĂ!ƒ ǁǈƙ ƘǖƤþdžĂ ƘǴƞƧƤdž

ƨǴùƞǉǗƒĂ ǕǋùƮǴƮƘƤƒĂ ǉƧĂþ! ǋdžǌ5ƙ ăþdžĂ Ǖ ýdžǴž!ƒ ǋŏþƋŏ ĭƦ!ƒ ýdžž!ƒ :ýǄdž ýdžƒĂƵ ǀþžǉ ƧǄƋƙ

ǉƧĂžùƬĂ ýdžž!ƒ ƘƒĂþĐĂ ýdžž!Ǵǉ ǋdžǴdžƙǋƒ Ɨŏơ LJdž ǋƙ5ŏƱĂ Ŏ5 ýdžǴž!ƒ ǁĂǈƪĂ ýdžǴž!ƒ ǋǀǀơŏ ĭƦ!ƒ

. ýdžžǈ! ǠǴdžƙǉǓǴǉ

þǴùžǉǖ! ǬŏǈơƙǁǁƦ LJdžưƙŏĂ ǕƗŏdžĂ‡ơ!ƒ ǀƨǌƞǕƒ Ŏ5 ƘǴdžþƤ!ƒ ǀþĂƞ ăĂƙƪdžǉ ƾǈžƙƙ ƘƒƧƬƋdž -4

Ǖ ƒ ǴƤ ý‡Ƭǉ ƗŏdžĂ‡ơ!ƒ ƘǴdžþƤ!ƒ ǀþĂƞĂ ǕƗdžǴƵ Ɨ5ƮǉƗdžþƤ!ƒ ǀþĂƞ ǴǌǉdžLJĂ‡ƙƙ Ŏƙ!ƒ ƗŏƪǴƪǕƒ

[illegible]

[illegible].

2 – 6: [illegible]

[illegible]

:(2005[illegible])

1. [illegible].
2. [illegible].
3. [illegible].
4. [illegible].
5. [illegible].

2 – 7: [illegible]

[illegible] (2005[illegible]) [illegible] :

1. [illegible].

2. [illegible].

3. [illegible].

4. [illegible] ([illegible]) [illegible]. [illegible]

5. [illegible].

6. [illegible].

2-8 : [illegible] :

[illegible] (2001[illegible]).

[illegible] (2006[illegible]):

1. [illegible] : [illegible]. [illegible].

2. [illegible] : [illegible] ([illegible]) [illegible]. [illegible].

3. [illegible] : [illegible] ([illegible]) [illegible].

4. [illegible] : [illegible].

5. [illegible] : [illegible] (Daft & Noe, 2001).

[illegible]

[illegible]

[illegible] . (2008 [illegible])

[illegible] :(2005[illegible])

[illegible]

1. [illegible]

2. [illegible]

3. [illegible]

4. [illegible]

5. [illegible]

[illegible]:

1. [illegible]
2. [illegible]
3. [illegible]
4. [illegible]
5. [illegible]
6. [illegible]
7. [illegible]
8. [illegible]

: [illegible]

: [illegible] :

. [illegible]

: [illegible] : [illegible] :

: [illegible]

-1 [illegible] (2013) [illegible]

[illegible]

[illegible]

[illegible] . [illegible]

(60) [illegible]

: [illegible]

.1 [illegible]

[illegible]

.([illegible])

.2 [illegible]

. [illegible]

.3 [illegible] (0.05 ≥α) [illegible]

[illegible]

([illegible]) [illegible]

. [illegible]

ƦǴùƤƙƒ ƗùǒǁƵǴƼ ăĂƙƪǆ! (0.05 ≥α) Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƥǉƵ ƗǒƑǴƬơǫ Ɨ!Ǖƥ ƘƒƦ ƽĂƧƼ ƥĂƞĂ ǅƥƵ .4

ăƨùƶƙ ƗǒǉƥƧǕƒ ƩǒǒǴƖǆ!ƒĂ ƘǴƽƬƒĂǆ!ƒ ƗƪƪƋǆ ǑƼ ƗǒƼƒƧƬǕƒ ƖƧƒƥǕƒ ƧƱǉ ƗǌƞĂ Ǉǆ ĭƧƒƥǕƒ ƧƒƧ!ƒ

ăĂƙùƪǆ ƥǴùƶƕ ƴǒǆƞ ǑƼ (ǑǆǁƵ!ƒ ƴǋƋǆ!ƒ Ǖ Ʃǉƞ!ƒ) ǑƼ ƗǁǍǆƙǆ!ƒ ƗǒƽǒƱĂ!ƒĂ ƗǒƼƒƧƷǆǒƥ!ƒ ƘƒƧǒƷƙǆǁ!

. ĭƧƒƥǕƒ ƧƒƧ!ƒ ƦǴƤƙƒ ƗǒǁƵǴƼ

ƘǴǆĂǁƵǆ!ƒ ǅƱǉ ǅƒƥƤƙƪƒ ăĂƙƪǆ! (0.05 ≥α) Ɨ!Ǖƥ!ƒ ăĂƙƪǆ ƥǉƵ ƗǒƑǴƬơǫ Ɨ!Ǖƥ ĭƦ ƧǍ ƥĂƞĂ .5

ƗùƪƪƋǆ ǑùƼ ƗǒƼƒƧùƬǕƒ ƖƧƒƥǕƒ ƧƱǉ ƗǌƞĂ Ǉǆ ĭƧƒƥǕƒ ƧƒƧ!ƒ ƦǴƤƙƒ ƗǒǁƵǴƼ ăĂƙƪǆ ĬǁƵƗǒƧƒƥǕƒ

. ƗǒǉƥƧǕƒ ƩǒǒǴƖǆ!ƒĂ ƘǴƽƬƒĂǆ!ƒ

ǌǫøǁ ǁǕƑøƬƗǕƐǋ ǁƑǅǋƗƴǅǁƐ ƑĭƜǋǁǋǆǁƗ ƺĭưǋƗ ƕƜƥǫ " ǇƒĂǉƶƕ Ǖ(2012)ǇƒƧǀƬ!ƒ ƗƪƒƧƥ -2

ǉƦùǋ ƘƼƥùǋ "ƕøƟƥƗƽǅǁƐ üǋƗƟǁƐǋ ǁƑƽĭƴǅǁƐ: ƕĭǆǫƥǕƐ ǁƑƴǅƑƜǁƐ Ĭƺ ǅĩĩƥƐǫǕƐǋ ǅĩĩǅĭǫƑǀǕƐ ƔǫƒƽǁƐ

ǇǒǒǆǒƥǴùƗǕƒ ǀƥǴùǀ!ƒ ăƥù! ƘǕǴùƬƙǕƒĂ ƘǴǆĂǁƵǆ!ƒ ǴǒƞĂ!Ăǉƙƙ ƻǒƱĂƙ ƗƞƧƥ ƗƼƧƶǆ Ĭ!ǫ ƗƪƒƧƥ!ƒ

ƻùǒƱĂƙ ǇĂƥ ƴĂơƙ ǑƙƒƒƘǴǀǒƶǆ!ƒ ĬǁƵ ƻƧƶƙ!ƒ Ĭ!ǫ ƘƼƥǋ ǴǆƗ ƗǒǉƥƧǕƒ ƘǴƶǆǴƞ!ƒ ǑƼ ǇǒǒƧƒƥƒƥƒĂ

ƘǴơƧƙǀǆ!ƒ ĬǁƵ ƻƧƶƙ!ƒ ǁ!ƦƗĂ ǇǒǒƧƒƥƒĂ ǇǒǒǆǒƥǴƗǕƒ ǀƥǴǀ!ƒ ăƥ! ƘǕǴƬƙǕƒĂ ƘǴǆĂǁƵǆ!ƒ ǴǒƞĂ!Ăǉƙƙ

.ǴưǒƋ ƗǒƪǒƧƥƙ!ƒ ƗƑǒǌ!ƒ ƇǴưƵƋĂ ǇǒǒƧƒƥƒĂ ǇǒǒǆǒƥǴƗǕƒ ǀƥǴǀ!ƒ ƧƱǉ ƗǌƞĂ Ǉǆ ƗǒƧǒĂƬƙ!ƒ

ǑùƼ ƗǒùƪǒƧƥƙ!ƒ ƗùƑǒǌ!ƒ ƇǴùưƵƋĂ ǇǒǒƧƒƥƒĂ ǇǒǒǆǒƥǴƗǕƒ ǀƥǴǀ!ƒ ƴǒǆƞ ǇǆƗ ƗƪƒƧƥ!ƒ ƴǆƙƞǆ ǇĂƗƙ

ƥùƕƧǫ ƗùƶǆǴƞ Ǖ ƒƧƒƥùƞ ƗƶǆǴƞ Ǖ ǴǒƞĂ!Ăǉƙƙƒ ǅĂǁƶ!ƒ ƗƶǆǴƞǕǁ ĂǆƧǒ!ƒ ƗƶǆǴƞ) ƗǒǉƥƧǕƒ ƘǴƶǆǴƞ!ƒ

ƘùǉĂƗƙ ƥùƥĂ Ʃǒƥƙ ƗƑǒǋ ĂưƵ (1760) Ă ƇǒƧƒƥǫĂ ƇǒƥǒǆǒƥǴƗƋ ƺƥƑǴƥ (293) ǅǋƥƥƵ Ƹ!ǴƕƒĂ (ƗǒǁǋǕƒ

. ƗùƪƒƧƥ!ƒ ƴùƶƙƞǆ ǇƞùǆƼ (%59) ǋƙƕùƪǉ Ǵǆ ĭƋ ǕƇǒƧƒƥǫĂ ƇǒƥǒǆǒƥǴƗƋ ƺƥƑǴƥ (173) Ǉǆ ƗƪƒƧƥ!ƒ ƗǉǒƵ

ƥùƥĂ . ƗùƪƒƧƥ!ƒ ƴǆƶƙƞǆ ƥƒƧƼƋ ƥƥƵ Ǒ!ǴǆƞǫǇǆ (%22) ǋƙƕƪǉǴǆ ĭƋ ƗǒƪǒƧƥƙ ƗƑǒǋ ĂưƵ (387)Ă

: ƗǒǁǴƙ!ƒ ǋƑǴƙǉ!ƒ Ĭ!ǫ ƗƪƒƧƥ!ƒ ƘǁƬĂƙ

1. [illegible]

[illegible] .

2. [illegible] ($a=0.05$) [illegible]

[illegible]

3. [illegible] ($a=0.05$) [illegible]

[illegible]

3- [illegible] (2009) [illegible]

[illegible]

[illegible] (2005) [illegible] -9

[illegible]

[illegible] (89) [illegible] (44)

[illegible]

[illegible] (2005) [illegible] -10

[illegible] (346) [illegible]

[illegible]

: [illegible]

[illegible] (2010) [illegible] -1

[illegible]

[illegible]

[illegible]

[illegible]

[illegible] (251) [illegible]

[illegible] (% 79,4) [illegible]

: [illegible]

- [illegible]

- [illegible]

[illegible]

- [illegible]

- [illegible]

- [illegible] (0.05≥ a) [illegible]

([illegible]) [illegible] .

[illegible] (2008) [illegible] -2

[illegible]

[illegible]

(0.05=α)

4- (2007)

(315)

[illegible]

[illegible]

1- [illegible] (Dastan,Cicek&Naralan,2011) [illegible]

[illegible] (228) [illegible]

2- [illegible] (Bloom,Garicano,Sadun& Reenen.2010) [illegible]

[illegible]

-3 [illegible] (Boonmak,2007) [illegible] (170) [illegible]

-4 [illegible] (Rancharan,2006) [illegible] (96) [illegible]

-5 [illegible] (Tillyer,2005) [illegible]

[illegible]

.[illegible]

-6 [illegible] (Cary,2004) [illegible]

[illegible] :[illegible]

.[illegible]

-7 [illegible] (volhos, Ferratt & knoefle, 2004) [illegible]

[illegible] (117) [illegible] (%25) [illegible]

.[illegible]

[illegible]

1- [illegible] (2012) [illegible]

[illegible] (447) [illegible]

[illegible] (4.14) [illegible]

2- [illegible] (2011) [illegible]

[illegible] (77) [illegible]

3- [illegible] (2010) [illegible]

[illegible]

[illegible] (2007) [illegible] -4

[illegible]

[illegible] (2006) [illegible] -5

[illegible]

[illegible] (2006) [illegible] -6

[illegible]

[illegible]:

1- [illegible] (2011) [illegible]

2- [illegible] (2010) [illegible]

3- [illegible] (2010) [illegible]

4- (2010)

5- (2009)

6- (2007)

[illegible] :

1- [illegible] (Karatepeetal,2006) [illegible]

[illegible]

2- [illegible] (Yammarinoet,2004) [illegible]

[illegible]

[illegible] :

[illegible] :

1- [illegible] (2009) [illegible] (150) [illegible] (100) [illegible]

2- [illegible] (2005) [illegible] (5580) [illegible] (%11) [illegible] (501) [illegible]

: hŭĨĜƥyǁǁƐ lƑƨƐƥqǁǁƐ

Û ĬƵĭuŕǸjøǁǁƐ ƅƐqŬƐ ĂøǂY lƑĎŽǸjǂyĎŽǁƐ ƑĭШǸjǁǸjǆ!ǂ !ƐqƢǂƨƋ ƥƙƈ" LJƒĂǇƶƕ Ü(2012) ǂőƱƵ ǂƪƒƧƥ-1

ĎƒƥƤƙùƪƍ ƧùƛĐ ĬùǁƵ ƻƧƶƙǁ! ǂƪƒƧƥ!ƒ ƘƼƥǸj ǂőơ Ü "ƥƌƐƦШǁƐ Ĭƺ hǂƼƥǸj hyĎŽƑШ Ĭƺ hŭĭǆƐqĭĎŽ hƨƐƥq

ǂùơƓƕ!ƒ ƧƓùƙƤƍ ƥpĂ ÜƧƑƒƨƞ!ƒ ŎƼ ǂőǆĂǂơ!ƒ lƨnjƞŪƒ ŎƼ ŎƼőƱĂ!ƒ ƇƒƥŪƒ ĬǁƵ ƘƓǆĂǁƶǆ!ƒ ƓőƞĂ!ĂǇǂƙ

ýŭùƤ LJùǆ ŎƼőƱĂù!ƒ ƇƒƥŪƒ ĬùǁƵ ǇƧƛĐ ăƥǆĂ ƘƓǆĂǁƶǆ!ƒ ƓőƞĂ!ĂǇǂƙ ƧƛĐ ƒ őƤTƙ! ǂǁpƧĂ ǂƶǆƓƞ

: ǂő!Ɠƙ!ƒ ǇƑƓƙǇ!ƒ Ĭ!ƍ ǂƪƒƧƥ!ƒ ƘǁƮĂƙ ƥpĂ ƓnjőƼƱĂǆ ƇƈƧƒĂ ƘƓǸjƓƞƙƍ

- ǁƓǇǸj ǂpŭƵ ƘƒƦ ǂ!Ŭƥ ǂőƑƓƮơƍ LJőƕ ĎƒƥƤƙƪƍ ƓőƞĂ!ĂǇǂƙ ƘƓǆĂǁƶǆ!ƒ ƇƒƥŪƒĂ ŎƼőƱĂ!ƒ LJőǁǆƓƶǁ!

- ǁƓǇǸj ǂpŭƵ ƘƒƦ ǂ!Ŭƥ ǂőƑƓƮơƍ LJőƕ ĎƒƥƤƙƪƍ ƓőƞĂ!ĂǇǂƙ ƘƓǆĂǁƶǆ!ƒ ĎƞơƆĂ ÜƇƒƥŪƒ ǂőƵĂǇ ÜƇƒƥŪƒ

. (ýǆƶ!ƒ Ʊőƪƕƙ ÜƇƒƥŪƒ lƇƓƼǂ

- ƥƞĂƙŬ ǂpŭƵ ƘƒƦ ǂ!Ŭƥ ǂőƑƓƮơƍ LJőƕ ĎƒƥƤƙƪƍ ƓőƞĂ!ĂǇǂƙ ƘƓǆĂǁƶǆ!ƒ ǂƵƧƪĂ ƨƓƞǇŪƒ.

: hŭƓǆШŬƐ lƑƨƐƥqǁǁƐ

ăƥƐqŪƐ ƅƐqŬƐǸj lƑøĎŽǸjǂyĎŽǁƐ ƑĭШǸjǁǸjǆ!ǂ Ďĭƈ hƼŭyǁƐ" LJƒĂǇƶƕ Ü(Shaukat,2009) ƘǂĂT ǂƪƒƧƥ-1

lƑøYƑƲƪǁƐǸj hǁøĭǂĭǸjƟǂǁƐ lƑYƑǆøTǁƐ Ĭøƺ hTTƢǂĎŽǁƐ ÛhŭĭǆƑǂƨ!ƑƓǁƐ lƑĎŽuǂǆĎŽǂǁ (hŭǁƑyƻǁƐǸj YƅƑƻ!ǁƐ)

ÜƘŭhƓùǀǆ!ƒĂ ƪùǆƶƙǆ!ƒ ýőùƮƼƙ!ƒ LJùǆ ǂƪƧƒƥǁ! ǂő!ĂŪƒ ƘƓǇƓƕ!ƒ yǆƞ Ďƙ Ü"ĎŽƑǂƨ!ƑƓǁƐ Ĭƺ hŭƺƥTĎŽǁƐ

ƘƓƵƓǇƮ!ƒ YƓƱp LJǆ ǂǂƧT (24) ÝƘƓƵƓƱ!!ƒ Ɣƪơ ǂƵƨĂǆ Üǂǂ ƧT (48) LJǆ ǂőǇƒƥőǆ!ƒ ƘƓơĂƪǆ!ƒĂ

ǂǂƧùT 12) :ŎƼƧƮǆ!ƒ YƓƱ!!ƒ LJǆ ǂǂƧT (24)Ă (ǂőƕǇƞĐ ǂǂƧT 12 Üǂőǁơǆ ǂǂƧT 12) ǂőǁőĂơƙ!ƒ

ýƓùƞǆ ŎùƼ ƘƒƧƓǆƛƙùƪƒ ƓnjőƥùǷ ŎƙǷƒ ƘƓǂƧT!ƒ LJĐ Ĭ!ƍ ǇƑƓƙǇ!ƒ Ƙ!ƥ ƥpĂ (ǂőƕǇƞĐ ǂǂƧT 12Ă Üǂőǁơǆ

ƪĂƼő ŎƼƧƮǆ!ƒ YƓƱ!!ƒ ƇƒƥĐ LJĐ Ɠǆǂ ÜŎǆőƱǇƙ!ƒ ƇƒƥŪƒ ŎƼ ŎƕƓƞőƍ ƧƛĐ Ɠnjőƥ! LJƓǂ ƘƓǆĂǁƶǆ!ƒ ƓőƞĂ!ĂǇǂƙ

ƓùőƞĂ!ĂǇǂƙ ĎƥƤƙùƪƙ ƇƒƥŪƒ lƥőƞ ƘƓǂƧT!ƒ yőǆƞ LJĐ LJǆ ĎƺƧ!ƒ ĬǁƵ ŎǁőĂơƙ!ƒ ƘƓƵƓǇƮ!ƒ YƓƱp ƇƒƥĐ

ƇƒƥĐ LJĐ LJőùƕƙ ƥùpĂ ÜƓnjőƥù! ƘƓùǆĂǁƶǆ!ƒ ƓőƞĂ!ĂǇǂƙ ǂǆƱǇĐ ƧőĂƱƙ ĬǁƵ ýǆƶƙ ƓnjǆƱƶǆĂ ƘƓǆĂǁƶǆ!ƒ

ǁƓùǇǸj LJĐ LJőùƕƙ Ɠùǆǂ ÜǂƨƓƙǆǆ LJƓǂ LJőƵƓƱ!!ƒ LJǆ ýǂ ŎƼ ǂőƪƓő!ƒ ƘƓǀőƕƱƙ!ƒ ĎƥƤƙƪƙ Ŏƙ!ƒ ƘƓǂƧT!ƒ

ǂùőƙơƙ!ƒ ǂùőǇƕ!ƒ ǂőƓƼǂ ĎƥƵ ýƛǆ ƘƓǂƧT!ƒ ŎƼ ƘƓǆĂǁƶǆ!ƒ ƓőƞĂ!ĂǇǂƙ ƪőƕƱƙ ƲƧƙƶƙ ǂƼǁƙƤǆ ƘŭǂTǆ

ÜlƧùnjǆ ĂĐ LJőƕĂùǸjĂǆ LJőƼƱĂùǆ ƥĂƞĂ ĎƥƵĂ ǁ!ƦǂĂ ÜLJƓƙƪǂƓƕ!ƒ ŎƼ ǂőǂǁƪŭ!ƒĂ ǂőǂǁƪ!ƒ ƘŬƓƮƙŭ!

.Ďőǁƪ!ƒ Ƨőƺ ƱőƱƤƙ!ƒĂ

ƕƾǴǷƨǁƐ ǀƑƨƐƥƳǁƐ ǈǎƳ ƕǻǁƑƏǁƐ ƕƨƐƥƳǁƐ ƜǻǈǻƑǈ

ăĂƙù ƪ ǆǈ!ƒ Ĭ ǁƷ ƭ ƪ ƒƧ ƥ!ƒ ƳĂ ư Ăǆ! ƭƽǁƙƤǆ!ƒ ƭǀƕǴƪ !ƒ ƘǴ ƪ ƒƧ ƥ!ƒ Ư ƧƷ ýǔ Ƥ ǇǈǆĂ ƨƕ ƪ Ǵǆǆǆ Ư ơ ǘǉ

ǴǌǊö!ǫ ƧǴƬǆ!ƒ ƭǀƕǴƪ!ƒ ƘǴƪƒƧƥ!ƒ ǈǌ ƘƇǴƞ ǴǆƷ ƭö!ǴƠ!ƒ ƭƪƒƧƥ!ƒ ƨǒǆǒǴǆ ǇǈǆĂ ǕǑƕǉƞǕƒĂ ǑƕƧƶ!ƒ Ă Ǒǁơǆ!ƒ

:Ǒǁǒ ǴǆƕǗ

ƭùǒƕǉƞǕƒ ƭǀƕǴƪ!ƒ ƘǴƪƒƧƥ!ƒ ǇǈǆƦ ǕƭǀƕǴƪ!ƒ ƘǴƪƒƧƥ!ƒ ǈǌ ƘƇǴƞ Ǵǆ! ƭǁǆƭǆ ƭƪƒƧƥ!ƒ ǉƦǊ ƘƇǴƞ : ǕǊǅ

ýĂǴùǉƙ ǆ!Ă ƖƥĂƥơǆ ýƒƨƙǗ ǕǇǈǁǆǴƶ!ƒ ǇƒƥƤ Ĭ ǁƷ ǴǒƞĂ!Ăǉƭƙ ƧǆƤ Ƙ!ĂǴǉƙ Ǒƙ!ƒ ƭǒǁơǆ!ƒĂ ƭǒƕƧƶ!ƒĂ ǴǌǉǆǆƦ

ƘǴùǆĂǁƶǆ!ƒ Ǵùǒƞ Ă!Ăǉƭƙ Ĭ ùǁƷ ǉƨù ƭƧǆ ǴǌưƶƕǇƤ ƥ!5 Ǖƭƪ ƒƧ ƥ!ƒ ǉƦǊ Ǒ5 ƖƥĂƞĂǆ!ƒ ƥǴƶƕǕƒ ýǒǆƞ

ƇƒƥƤ Ĭ ùǁƷ ƘǴùǆĂǁƶǆ!ƒ ǴǒƞĂ!Ăǉƭƙ ƧǆƤ Ƙ!ĂǴǉƙ Ǒƙ!ƒ ƘǴƪƒƧƥ!ƒ ǴǆƤ ǕǇǈǒǁǆǴƶ!ƒ ǇƒƥƤ Ĭ ǁƷ ƧƤǕƒ Ư ƶƕ!ƒĂ

ĭ ƧƯǉ!ƒ ǇǈǒǒĂƙ ƪ ǆǈ!ƒ Ĭ ǁƷ ƭƶ ư ƒĂƙǆ ƭǆǊǴƪ ǆ ƭƪ ƒƧ ƥ!ƒ ǉƦǊ Ƨ ǒ ư ƙ ǇǈǆƦ ýǆǆǒ ƒƦ! Ǖ ƖƥĂƥơǆ ǑǊ5 ǇǈǒǁǆǴƶ!ƒ

.ƭǆǴƶ!ƒ ƖƧƒƥǕƒ ýǴƞǆ Ǒ5 Ǒǁǆƶ!ƒĂ

ƙǁǆƙ: تعتبر هذه الدراسة، حسب علم الباحث، الدراسة الوحيدة التي تناولت مستوى استخدام تكنولوجيا المعلومات وأثره على أداء العاملين في الدوائر الحكومية بمحافظة إربد .

ƳǴùƠǀ!ƒ ƘǴùǆƯǉǆ Ǒ5 ǇǈǒǆǆǴƶ!ƒ ǴƒƥƤ Ă ƘǴǆĂǁƶǆ!ƒ ǴǒƞĂ!Ăǉƭƙ Ƙ!ĂǴǉƙ ƭǀƕǴƪ!ƒ ƘǴƪƒƧƥ!ƒ ǆǈƯǆ :ƙƙǁƙ

ǆǴùƶ!ƒ ƳǴƠǀ!ƒ Ǒ5 ǇǈƷĂ ư Ăǆ!ƒ ǇǈƦǊ ýĂǴǉƙ Ǵǆ ǴǌǉǆǆƦ ýǒǁƥ Ă Ǒ!Ƕƶ!ƒ ǆǒǁƶƙ!ƒ ƘǴƪ ƪ Ǉǆ Ư ƶƕ Ă ƒ ǴƤ!ƒ

.ƭƪƒƧƥ!ƒ ǉƦǊ Ǒ5 ýǴơ!ƒ ĂǊǉ Ǵǆƭ

ƘǁǅƙǁƐ üƬƸǁƐ

ǅƝǈƚ ƪ5ǅǆǄǇǋ ƕƨƐƥǭǁƐ ƖǅǆǅǏǴ üǐǂƟǂǋ ƒ ƥƳ

ÜǴǌǩǴö ƛƧ5Ă ǴǌǩǁǅƪǅD ČĂƛ Ŏ5 ǴǌǩƬƿǴǉǆǄĂ ǂöǉǅƥöǆ!ƒ ǂƪƒƧƥ!ƒ ƘǴǉǴöƕ ýöǁơǩ! ǻƛƧƵ ýƮ5!ƒ ƒƦǋ ǇǆƛǨö

.ǴǌǈƞǅǴǨǉ ǂƬƿǴǉǆĂ ǂƪƒƧƥ!ƒ ƘǴöƛƧ5 ƧǴƕǩƤŬ ýǆǴƬ!ƒĂ ƴƪĂǆ!ƒ ŎǁöǁơǩƩ ƯƧƺ!ƒ ýűƤ ǇǆǁǁƦĂ

:ƕƨƐƥǭǁƐ ƕǆǐƳ ƫ ǝǅƬǬ ƺƬǋ

ƘǴöĂǨùƪǆ!ƒ ǇùǆƥùƕƧǫ ǂùƱ5ǴơǆŎù5 ǂùöǆĂǂơ!ƒ ƧǅƒĂƥù!ƒ Ŏ5 ǇöǁǆǴƶ!ƒ ǇǆǂƪƒƧƥ!ƒ ǂǉöƵ ƘǉĂǂǨ

ƘƒƧƒƧùǂǨ!ƒ (5) ǄùƿƧ ýĂƥùƞ!ƒ Ǉöƕö Ă (ǐƧƒƥǫ ÜǂƕƶƬ ƩöǅƧÜǄƪƿ ƩöǅƧ Ü ÜƥƵǴƪǆ/ƧöƥǆǂöǒƱĂ!ƒ

: ŎǁǁöǴǆǂ ǂƪƒƧƥ!ƒ ǂǉöƵ ƥƒƧ5Ü ǂöǒƱĂ!ƒĂ ǂöƮƤƬ!ƒ ƒ ǅǴƮƤǁ! ǂöĂǅǆ!ƒ ƔƪǉǁƒĂ

(5) üǋǭǁǁ

357= Ǆ ƕƨƐƥǭǁƐ ƖƐƥǐƩǂǄ ƒƨƟ ƕǐǋǭǄǁƐ ƒƨǆǁƐǋ ƖƐƥƐƥǀǂǁƐ

ƕǴƨǆǁƐ	ƥƐƥǀǂǁƐ	ƖǅǝƸǁƐ	
59.4	212	ƧǂƦ	Ƨ ǆǁǁƐ
40.6	145	Ǐƛǉƒ	
19.3	69	30 Ǉǆ ýƿƒ	ƥǄǇǁƐ
38.4	137	40 Ǉǆ ýƿƒ - 30	
36.7	131	50 Ǉǆ ýƿƒ -40	
5.6	20	Ƨƛǂǳ ǂǉƪ 50	
4.8	17	ǇĂƥ Ǵǆ5 ǂǆǴƵ ǂöĂǉǴƛ	ǏǄǂǇǁƐ üǉƊǄǁƐ
16.5	59	ƱƪĂǩǆ ǄĂǁƕƥ	
63.6	227	Ʃ ĂöƧĂ!ǴǂƕƩ	
15.1	54	ǴöǁƵ ƘǴƪƒƧƥ	
3.6	13	ƥƵǴƪǆ / ƖƧƒƒƥ Ƨöƥǆ	ǏƸǐƛǋǁƐ ĂǄƨǄǁƐ
3.9	14	ǄƪƿƩöǅƧ	
26.1	93	ǂƕƶƬ ƩöǅƧ	
66.4	237	ǐƧƒƥǫ	
17.4	62	ƘƒĂǉƪ 5 Ǉǆ ýƿƒ	ƕǄǭǬǁƐ ƖǋǆƨƐ
31.7	113	ƘƒĂǉƪ 10 Ǉǆ ýƿƒ -5	
30.5	109	ǂǉƪ 15 Ǉǆ ýƿƒ -10	
20.4	73	Ƨƛǂǳ ǂǉƪ 15	
100.0	357	ƳĂǆƞǆ!ƒ	

ŧöĂƑdž ŧŀʅǈĂ ǴƽƲĂdž (212) ƸǀĿ ƧĂǂŖ!ƒ ƥƥƵ ǇǋƩ ǈǃ!ƒ ƧöƷƙdž! ŧŀʅǈ!Ǵŀ (5) ǊƿƧ ýĂƥƞ!ƒ ǇǇdž ƲơǚŐ

) ŧùöĂƑdž ŧŀùʅǈĂ ŧùƽƲĂdž (145) ŧǴǉǗƒ ƥƥƵ ƸǀĿ ǇǋơŐƽ ÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (% 59.4)

ƥƥùƵ Ĭ!ǫ ŧŀʅǈ!Ǵŀ ƧĂǂŖ!ƒ ǇǇdž ǇǋöƽƲĂdž!ƒ ƥƥƵ ƳǴƽƙƧǫ Ĭ!ǫ ƧŏƬö ǴdždždžÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (% 40.6

ƘǴöĂƙùʅdž!ƒ ƥƥùƶƙĂ ýƞƧǀ! ýdžƶ!ƒ ƘǗǴƞdž ƥƥƶƙ Ĭ!ǫ ǁ!Ŗ Őƽ ƔŀʅĿƒ ƥĂƶö ƥƿĂ ÜƘǴƽƲĂdž!ƒ ǇǇdž ŧǴǉǗƒ

.ŧǉöƶdž ŧöƽöƲĂ ƘǴöĂƙʅdžĂ ƖƥƥơdžƘǗǴƞdž Őƽ ƖƥöǀdžǀǊƧdž!ƒ ýƒƨƙǗ ǴdžǈǈöŀÜŧöƽöƲĂ!ƒ

(30) ǇùdžýƿǊƧdžƶ!ƒ ǇǇdž ǇǋöƷ!Ǵŀ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ƥƥƵ ǇǋƩ ƲơǚŐƽ ÜƧdžƶ!ƒ ƧöƷƙdž! ŧŀʅǈ!Ǵŀ ǴdžǊ

ǇǋöƽƲĂùdž!ƒ ƥƥùƵ ƸǀĿ Ǵdžǂ ÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (%19.3) ŧöĂƑdž ŧŀʅǈĂ ÜǂƥƧƽ (69) ƸǀĿ ƥƿ ŧǉʅ

ŧùöĂƑdž ŧŀʅǈĂ ÜǂƥƧƽ (137) ƸǀĿ ƥƿ ŧǉʅ (40 ǇǇdž ýƿƒ -30) ǇǋŀǴdž ƧdžƶƧ!ƒ ǇǇdž ǇǋöƷ!Ǵŀ!ƒ ƘǴƽƲĂdž!ƒĂ

ŧǉùʅ (50 ǇǇdž ýƿƒ -40) ǇǋŀǴdž ƧdžƶƧ!ƒ ǇǇdž ǇǋöƷ!Ǵŀ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ƥƥƵ ƸǀĿ Ǵdžǂ Ü (% 38.4)

ǇùdžǇǋöƷ!Ǵŀ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ƥƥƵ ƸǀĿ Ǵdžǂ Ü Ü (% 36.7) ŧöĂƑdž ŧŀʅǈĂ ÜǂƥƧƽ (131) ƸǀĿ ƥƿ

. (% 5.6) ŧöĂƑdž ŧŀʅǈĂ ÜǂƥƧƽ (20) ƸǀĿ ƥƿ Ƨƛǂƽ ŧǉʅ50 Ƨdžƶ!ƒ

ǀƥǴǌùƬ ĬùǀƵ ǇǋǀƬǴơ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ƥƥƵ ǇǋƩ ƲơǚŐ ŐdžǀƶƧ!ƒ ýǋƌdž!ƒ ƧöƷƙdž! ŧŀʅǈ!Ǵŀ ǴdžǊ

ýƬĂ Ǵdžǂ ÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (% 4.8) ŧöĂƑdž ŧŀʅǈĂ ǂƥƧƽ (17) ƸǀĿ ƥƿ ǇĂƥ Ǵdžƽ ŧdžǴƵ ŧöĂǉǴƛ

(59) ǴǌʼnƥǴƶöǴdž ĂǊ ƴdžƙƞdž ŧöǀǂ/ ǊĂǀƥ ŧƞƧƥ ĬǀƵ ƘǚƬǴơ!ƒĂ ǇǋöǀƬǴơ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ƥƥƵ

ƘǴùƽƲĂdž!ƒĂ ǇǋöƽƲĂùdž!ƒ ƥƥƵ ƸǀĿ ǴdžǈǈöŀÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (%16.5) ƘƷǀĿ ŧöĂƑdž ŧŀʅǈĂ ǂƥƧƽ

ǇùdžǇ (% 63.6) ƘƷǀĿ ŧöĂƑdž ŧŀʅǈĂ ǂƥƧƽ (227) ƩĂöƧĂ!Ǵǂŀ ŧƞƧƥ ĬǀƵ ƘǚƬǴơ!ƒĂ ǇǋöǀƬǴơ!ƒ

ǂƥƧƽ (54) ǀƒƧĂƙǂƥ ÜƧöƙʅƞǴdž Ǵöǀƶ!ƒ ƘǴʅƒƧƥ!ƒ ŧǀdžơ ǇǇdž ǇǋöƽƲĂdž!ƒ ƥƥƵ ƸǀĿ Ǵdžǂ ÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ

ǇǋöƛĂùơŀdž!ƒ ǇùdžƘùǉǴǂ ƔʅǈǇ!ƒ ĬǀƵǊ ǇǋƽƽǁŖŀĂ ÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž (% 15.1) ŧöĂƑdž ŧŀʅǈĂ

ŧŀùʅǈǴùǌƙǀƙ ǊùƛÜǊĂùǀƥ ŧƞƧƥ ĬǀƵ ǇǋǀƬǴơ!ƒ ǇĂƽƲĂdž!ƒ ǴǌöǀöƩĂöƧĂ!Ǵǂŀ!ƒ ŧƞƧƥ ĬǀƵ ǇǋöǀƬǴơ!ƒ

ƴùƞƧöĂÜŧʅƒƧƥ!ƒ ŧǉöƵ ƥƒƧƽǊ ǇǇdž ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ǇǇdž Ǵöǀƶ!ƒ ƘǴʅƒƧƥ!ƒ ƘƒƥǴǌƬ ĬǀƵ ǇǋöǀƬǴơ!ƒ

Ĭù!ǫ ŧdžǴƶ!ƒ ŧöĂǉǴƛ!ƒ ǀƥǴǌƬ ĬǀƵ ƘǚƬǴơ!ƒĂ ǇǋöǀƬǴơ!ƒ ƘǴƽƲĂdž!ƒĂ ǇǋöƽƲĂdž!ƒ ŧŀʅǉ ŐǉƥƙŐƽ ƔŀʅĿƒ

ǅƒþǕƒ ăĂķʅdž ySS Ŏ5 DžNjǤʅķ Ŏķ!ƒĂ ǭǒdžǒƵ ƗǒNjƋdž!ƒ ƗŏSTƅ!ƒ SþƒĂƗ!ƒ ƔǤƱlķʅǓ ƗǒdžĂƗơ!ƒ SFƒĂþ!ƒ NJɳĂķ
ýƗTƅ Ŏ5ŏƱĂ!ƒ

ƻƑǤƱĂ!ƒ DžƱƶdž Ŏ5 ƩĂŏSĂ!ǤƗƅ!ƒ ƖþǤnjT ǏǒƵ ýĂƮơ!ƒ ƱSķTŏ ĭȐ!ƒ ƗŏǈþDž!ƒ ƗdžþƤ!ƒ DžǤƱǉ ǁ!ȐƗĂ DžǤƵ
.ƗǒdžĂƗơ!ƒ

LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ LJD ƱơǕŏ5 Ɨʅƒ Sþ!ƒ ƗǉŏƵ þƒS5Ǖ Ŏ5ŏƱĂ!ƒ Ǐdžʅdž!ƒ Sŏʓķdž! ƗƅʅǉǃǤƅ ǤdžƋ
ƗùǉŏƵ þƒSù5D LJùdž (% 3.9) Ƙʓǒƅ ƗŏĂƑdž ƗƅʅǉƅĂ ǯþS5 (13) Sŏþdž þƵǤʅdž/ Sŏþdž Ɨ5ŏƱĂƅ LJĂǒdžƶŏ
Ɨƅùʅǉƅ ƒþS5 (14) Džʅp Ʃŏ ƑS Ɨ5ŏƱĂƅ LJĂǒdžƶŏ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ ƪǒƅ ǤdžǉŏƅǓƗʅƒSþ!ƒ
LJĂùǒdžƶŏ LJŏȐù!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ ƪǒƅ ǤdžǉŏƅǓƗʅƒSþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 3.6) Ƙʓǒƅ ƗŏĂƑdž
ƪùǒƅ ǤdžǉŏƅǓƗʅƒSþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 26.1) Ƙʓǒƅ ƗŏĂƑdž Ɨƅʅǉƅ Ă ƒþS5 (93) ƗƅƶT Ʃŏ ƑS Ɨ5ŏƱĂƅ
(%66.4) Ƙʓǒƅ ƗŏĂƑdž Ɨƅʅǉƅ Ă ƒþS5 (237) ĭ Sƒþǫ Ɨ5ŏƱĂƅ LJĂǒdžƶŏ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ
ƗƑ5 LJdž ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ YǤ5ķSǫ Ǐ!ǫ ƖSǤTǫ ǁǤǉNj LJƎ5 Ɣʅǉ!ƒ ǉȐNjƅĂ .Ɨʅƒ Sþ!ƒ ƗǉŏƵ þƒS5D LJdž
þþùƵ ǤùnjǒþDĂ Džùʅp Ʃŏ ƑS ăĂķʅdž DžǍ ƗƅƶT Ʃŏ ƑS ăĂķʅdž LJdž DžNjþþƵ YǤ5ķSǫ ǤnjŏǒŏĭSƒþǕƒ ƻƱĂdž!ƒ
ýùƗŏnjǒ! ƗǒdžSnj!ƒ ƗƶŏƅƱ!ƒ ydž Džɳʅǉŏ ƒȐNjĂ ǓSŏþdž þƵǤʅdžĂ Sŏþdž ăĂķʅdž LJdž Ǥǒƶ!ƒ ƘǤƑ5!ƒ LJdž LJŏ5ƱĂdž!ƒ

.Ǥǒƶ!ƒ ƘǤŏĂķʅdž!ƒ Ŏ5 ýlŏĂ ƖþǤƵ Ǥǉþ!ƒ ƘǤŏĂķʅdž!ƒ ƻƑǤƱĂ Ŏ5 LJŏ5ƱĂdž!ƒ þþƵ þƒþƨŏ Ɨŏơ ŎdžŏƱǉķ!ƒ

ƘƒĂǉùʅ ƪǒƅķ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ ƪǒƅ þp NJǉD ƱơǕŏ5 ƗdžþƤ!ƒ ƘƒĂǉʅ Sŏʓķdž! ƗƅʅǉǃǤƅ ǤdžƋ
þþƵ ƪǒƅĂ ǓƗʅƒSþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 17.4) ƗŏĂƑdž Ɨƅʅǉƅ Ă ǯþS5 (62) ƘƒĂǉʅ 5 LJdž ýpD DžnjķdžþƤ
Ɨƅʅǉƅ Ă ƒþS5 (113) (ƘƒĂǉʅ 10 LJdž ýpD -5) LJdž DžnjķdžþƤ ƘƒĂǉʅ ƪǒƅķ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ
DžnjķdžþƤ ƘƒĂǉʅ ƪǒƅķ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ þþƵ ƪǒƅĂ ǓƗʅƒSþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 31.7) ƗŏĂƑdž
ǤùdžD ǓƗùʅƒSþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 30.5) ƗŏĂƑdž Ɨƅʅǉƅ Ă ǯþS5 (109) (Ɨǉʅ 15 LJdž ýpD -10) LJdž
Ɨƅʅǉƅ Ă ǯþS5 (73) DžNjþþƵ ƪǒƅ þl5 (SǍƗƋ5 Ɨǉʅ 15) DžnjķdžþƤ ƘƒĂǉʅ ƪǒƅķ LJŏȐ!ƒ ƘǤ5ƱĂdž!ƒĂ LJĂ5ƱĂdž!ƒ
ƪùǒƅķ LJŏȐù!ƒ ƘǤù5ƱĂdž!ƒĂ LJŏ5ƱĂdž!ƒ Ɨƅʅǉ YǤ5ķSǫ ýƶ!Ă . Ɨʅƒ Sþ!ƒ ƗǉŏƵ þƒS5D LJdž (% 20.4) ƗŏĂƑdž
ƔǤƅùT!ƒ LJŏ5ƱĂdž!ƒ Ɨƅʅǉ YǤ5ķSǫ Ǐ!ƒ Ɨʅƒ Sþ!ƒ ǉȐNj Ŏ5 (ƘƒĂǉʅ 10 LJdž ýpD -5) LJdž DžnjķdžþƤ ƘƒĂǉʅ
.LJŏǍĂơƅdž!ƒ LJdž Ɨŏ5ŏƱĂ!ƒ ƖǤ5Ɨ!ƒ ĂĂȐ

: [illegible]

[illegible] " : [illegible] "

[illegible]

[illegible] .

(6) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.83	3.83	[illegible]	2	1
[illegible]	.83	3.80	[illegible]	4	2
[illegible]	.95	3.73	[illegible]	5	3
[illegible]	.69	3.65	[illegible]	1	4
[illegible]	.70	3.62	[illegible]	3	5
[illegible]		3.72	[illegible]		

[illegible] (6) [illegible] (3.83-3.62) [illegible]

[illegible] (3.83) [illegible] "[illegible]"

[illegible] (3.62) [illegible] "[illegible]"

[illegible] (3.72) ويظهر من الجدول السابق

أن الإنحراف المعياري تراوح مابين (0.70-0.95) مما يدل على تقارب إجابات افراد عينة الدراسة

[illegible].

:[illegible]

[illegible] .1

[illegible] (3.65) [illegible]

. [illegible]

(7) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.78	3.90	[illegible]	4	1
[illegible]	.83	3.85	[illegible]	5	2
[illegible]	.93	3.76	[illegible]	6	3
[illegible]	.88	3.59	[illegible]	3	4
[illegible]	.93	3.50	[illegible]	2	5
[illegible]	.78	3.32	[illegible]	1	6
[illegible]		3.65	[illegible]		

[illegible] (3.90-3.32) [illegible] (7) [illegible] (4) [illegible] (1) [illegible] (3.90) [illegible] (3.65) [illegible] (3.32) [illegible]

(3.85) [illegible] (5) [illegible] (7) [illegible]

[illegible]

(6) [illegible]

[illegible] (3.76) [illegible]

[illegible]

[illegible] (3.59) [illegible] (3) [illegible]

[illegible]

[illegible]

[illegible] (2) [illegible]

[illegible] (3.50) [illegible]

[illegible] كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (78.- 93.) حيث تظهر الفقرات أن هناك تقارباً في آراء افراد عينة الدراسة .

2. [illegible]

(8) [illegible]

[illegible] **357**= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.87	3.89	[illegible]	10	1
[illegible]	.98	3.82	[illegible]	8	2
[illegible]	.97	3.81	[illegible]	7	3
[illegible]	.95	3.81	[illegible]	9	4
[illegible]		3.83	[illegible]		

[illegible] (3.89-3.81) [illegible] (8) [illegible]

[illegible] (10) [illegible]

[illegible] (3.89) [illegible]

[illegible] (9) [illegible] (3.32) [illegible] (3.83) [illegible]

(3.82) [illegible] (8) [illegible] (8) [illegible] (3.81) [illegible] (7) [illegible] (5) [illegible] كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (.87- .98) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

3 . [illegible]

(9) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.81	3.76	[illegible]	14	1
[illegible]	.83	3.66	[illegible]	13	2
[illegible]	.84	3.59	[illegible]	12	3
[illegible]	.83	3.48	[illegible]	11	4
[illegible]		3.62	[illegible]		

[illegible] (3.76-3.48) [illegible] (9) [illegible] (14) [illegible] (3.76) [illegible]

Ĭ ù ǁ Ʒ ýĂù Ţơ!ƒ Ŏ5 ŧǆţƤķ ʅǆ!ƒ ƘĠŀĠǒ!ƒ ƥƸƒĂp ǅǋĠʅķ" Ǵnj Ţ ŀĂ (11) ǅpƧ ƖƧŀ5!ƒ ƘĈĠŋ ǴǆŀǒǙ ÜŧŎ!ĠƷ

ŧŋƧƥǔĂ (3.48) Ƹǁǔ ŎǔĠʅơ Ʊ ʅĂķǆǔĂ ƖƧŏƤŪƒ ŧǔķƧǆ!Ǵǔ "ƖƧƑƒƥ!ƒ Ŏ5 ýǆƶ!ƒ ǴnjǔǁƱķŏ Ŏķ!ƒ ƘĠǆĂǁƶǆ!ƒ

.ŧƱ ʅĂķǆ ŧŋƧƥǔ (3.62) ý‡‡ ýĠŋǆǁ! ŎǔĠʅơ!ƒ Ʊ ʅĂķǆ!ƒ Ƹǁǔ Ă .ŧƱ ʅĂķǆ

Ƹùǁǔ ŎǔĠù ʅơ Ʊù ʅĂķǆǔĂ ŧŏŀĠ !ƒ ŧǔķƧǆ!ƒ Ŏ5 ƘĈĠŋ (13)ǅpƧ ƖƧŀ5!ƒ Ǉǆǔ (9) ǅpƧ ýĂƥŋ!ƒ ƧnjƲŏĂ

ƘƒĈƒƧùŋǫ ƖƧƑƒƥ!ƒ Ŏ5 Ƨ5Ăķŏ" ǊŀǊ Ĭ ǁƷ ŧŏ!ĠƷ ŧŋƧƥǔ ǇĂŀ5ƒĂŏ ŧŀŏƶ!ƒ ƥƒƧ5Ǌ Ǉǅ Ü ŧŏ!ĠƷ ŧŋƧƥǔĂ (3.66)

ŧù !Ġ !ƒ ŧǔķƧǆ!ƒ Ŏ5 (12) ǅpƧ ƖƧŀ5!ƒ ƧnjƲķ ǴǆŀǒǙ Ü"Ǵnjŏ5 ƘĠǆĂǁƶǆ!ƒ ǅƲŀĂ ƘĠŀĠǒ!ƒ ƥƸƒĂp ŧŏĠǆơ! ŧŏƑĠpĂ

ǊùŀǊ Ĭ ǁƷ ǊƱ ʅĂķǆ ŧŋƧƥǔ ǇĂŀ5ƒĂŏ ŧŀŏƶ!ƒ ƥƒƧ5Ǌ Ǉǅ Ü ŧƱ ʅĂķǆ ŧŋƧƥǔĂ (3.59) Ƹǁǔ ŎǔĠʅơ Ʊ ʅĂķǆǔĂ

ǅ كما تراوحت "ƖƧƑƒƥù!Ǵǔ ŧ ŢĠƤ!ƒ ƘĠǆĂǁƶǆ!ƒ ŧǆƲŀǊ ƘĠŋĠŏķơƒ ýǆ ƖƧ5Ăķǆ!ƒ ƘĠŀĠǒ!ƒ ƥƸƒĂp Ɣ ʅĠŀķķ"

الإنحرافات المعيارية لهذا البعد ما بين (.81 - .83) حيث تظهر الفقرات أن هناك تقارباً في آراء افراد عينة الدراسة .

4. ǔǅǒǫƢŧ ƨǅǁǁƐ üƑ Ţ ŧŰƐ Ɩ ƑǀĠʅ

(10) üǋǫǁǁ

ǔĠŧƥǅ ǔǅǒǫƢŧ ƨǅǁǁƐ üƑ Ţ ŧŰƐ Ɩ ƑǀĠʅ ƥǋƟǅ Ɩ Ɛƥʂƻǁ ǔĭƥƑĭýǅǁƐ Ɩ ƑƺƐƥƟǆŬƐǋ ǔĭĠƑ ƨƟǁƐ Ɩ ƑƲ ƨ ǋŧǅǁƐ

357= ǅ ǔĭĠƑ ƨƟǁƐ Ɩ ƑƲ ƨ ǋŧǅǁƐ ƒ ƨƟ ƥĭǁƦƑǆŧ

ǔǁǁƥǫǁƐ	Ƹ ƐƥƟǆŬƐ ăƥƑĭýǅǁƐ	Ʋ ƨ ǋŧǅǁƐ Ĭ Ġ Ƒ ƨƟǁƐ	Ɩ Ɛƥʂƻǁ	!5ƥǁƐ	ǔĠŧƥǁƐ
ŧŏ!ĠƷ	.91	3.85	ŧǁǆĠ‡ķǆ ƘĠǆĂǁƶǆ ǅƲŀ ƖƧƑƒƥ!ƒ ăƥ! Ƨ5Ăķŏ Ƨŏ5Ăķ! ƧƑƒĂƥ!ƒĂ ǅĠʅpŪƒ ƻǁķƤǆ ƱǔƧķ ƘĠǆĂǁƶǆ!ƒ ŧǆƨǚ!ƒ Ǉŏ5ƲĂǆǁ! .	16	1
ŧŏ!ĠƷ	.98	3.81	ƖƧƑƒƥ!ƒ ǴnjǆƒƥƤķʅǴǔ Ơǆʅķ Ŏķ!ƒ ƘĠǆƥƤ!ƒ ŧƶǒǔƱ! ŧŏ5Ġ‡ ƘŀƧķŀŪƒ ŧ‡ǔŢ ýǚƤ Ǉǆ ƖƧƑƒƥ!ƒ ýǆƷ ƻƑĠƲĂ .	18	2
ŧŏ!ĠƷ	.99	3.78	Ƨǆķʅǆ ý‡Ţǔ ƘĠǆĂǁƶǆ!ƒ ŧ‡ǔŢ Ƨ5Ăķķ ƖƧƑƒƥ!ƒ Ŏ5 ǇŏƲĂǆ!ƒ ŧ5Ġ‡! .	17	3
ŧŏ!ĠƷ	.89	3.76	ƘĠǆĂǁƶǆ!ƒ ĠǒŋĂ!Ăŀ‡ķ ƘĠ‡ǔŢ Ƨ5Ăķķ ýǆƶǁ! Ŏ5 ŧǆƨǚ!ƒ ŧŏǁƤƒƥ!ƒ ƘŬĠŢķŬƒĂ .ƖƧƑƒƥ!ƒ Ŏ5	15	4
ŧŏ!ĠƷ		3.80	ŧǆƥƤķʅǆ!ƒ ýĠŢķŪƒ ƘĠ‡ǔŢ		

ƖƧŀ5!ƒ ƘĈĠŋ ŧŏơ Ü(3.85-3.76) ǇŏǔĠǆ ƘơĂƒƧķ ƥp ŧǔĠʅơ!ƒ ƘĠƱ ʅĂķǆ!ƒ Ǉƒ (10) ýĂƥŋ!ƒ Ǉŏǔŏ

ƧƑƒĂƥ!ƒĂ ǅĠʅpŪƒ ƻǁķƤǆ ƱǔƧķ ŧǁǆĠ‡ķǆ ƘĠǆĂǁƶǆ ǅƲŀ ƖƧƑƒƥ!ƒ ăƥ! Ƨ5Ăķŏ" Ĭ ǁƷ ƒ ŀķ Ŏķ!ƒĂ (16) ǅpƧ

[illegible] (3.85) [illegible] (15) [illegible] (3.76) [illegible] (3.80) [illegible].

[illegible] (10) [illegible] (18) [illegible] (3.81) [illegible] (17) [illegible] (3.78) [illegible]

و كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (89.- 99.) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

5. [illegible]

(11) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	1.02	3.75	[illegible]	20	1
[illegible]	1.04	3.75	[illegible]	21	2
[illegible]	1.00	3.68	[illegible]	19	3
[illegible]		3.73	[illegible]		

[illegible] (11) [illegible] (3.75-3.68) [illegible] (20) [illegible] (3.75) [illegible] (19) [illegible]

[illegible] "[illegible]"

(3.73) [illegible] (3.68) [illegible]

[illegible] (21) [illegible]

[illegible] (3.75) [illegible]

[illegible] كما تراوحت الانحرافات المعيارية

لهذا البعد ما بين (1.00-1.04) حيث تظهر الفقرات أن هناك تشتتاً في آرآء افراد عينة الدراسة .

"[illegible]" : [illegible]

[illegible]

[illegible] .

(12) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.83	3.98	[illegible]	5	1
[illegible]	.81	3.91	[illegible]	2	2
[illegible]	.86	3.86	[illegible]	4	3
[illegible]	.74	3.68	[illegible]	3	4
[illegible]	.76	3.66	[illegible]	1	5
[illegible]		3.82	[illegible]		

[illegible] (3.98-3.66) [illegible] (12) [illegible]

(3.98) [illegible] "[illegible]" [illegible] (5) [illegible]

[illegible] "[illegible]" [illegible] (1) [illegible]

[illegible] .(3.82) [illegible] (3.66) [illegible]

[illegible] (.86 - .70) [illegible]

[illegible] . [illegible]

:[illegible]

1. [illegible]

(13) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.88	3.89	[illegible]	25	1
[illegible]	.87	3.67	[illegible]	24	2
[illegible]	.91	3.63	[illegible]	23	3
[illegible]	.89	3.44	[illegible]	22	4
[illegible]		3.66	[illegible]		

[illegible] (3.89-3.44) [illegible] (13) [illegible] (25) [illegible] (3.89) [illegible] (22) [illegible] (3.44) [illegible] (3.66) [illegible] (13) [illegible] (24) [illegible] (3.67) [illegible] (23) [illegible] (3.63) [illegible] كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (87.- 91.) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

(14) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.89	3.97	[illegible]	27	1
[illegible]	.90	3.96	[illegible]	29	2
[illegible]	.91	3.91	[illegible]	28	3
[illegible]	.91	3.81	[illegible]	26	4
[illegible]		3.91	[illegible]		

[illegible] (14) [illegible] (3.97-3.81) [illegible] (27) [illegible] (3.97) [illegible] (26) [illegible] (3.81) [illegible] (3.91).

[illegible] (14) [illegible] (29) [illegible] (3.96) [illegible] (28) [illegible] (3.91) [illegible] " كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (.89- .91) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

3. [illegible]

(15) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	.88	3.97	[illegible]	30	1
[illegible]	.89	3.65	[illegible]	33	2
[illegible]	.87	3.62	[illegible]	32	3
[illegible]	.84	3.46	[illegible]	31	4
[illegible]		3.68	[illegible]		

[illegible] (15) [illegible] (3.97-3.46) [illegible] (30) [illegible] (3.97) [illegible] (31) [illegible] (3.46) [illegible] (3.68) [illegible].

[illegible] (15) [illegible] (33) [illegible] (3.65) [illegible] (32) [illegible] (3.62) [illegible] كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (84.- 89.) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

4. ƀƐơǙƐ ƔơǋǕ

(16) üǋơǕ

ƒ ƨƟ ƒĭǁƦƑǆ ƕƓǂƀƊ ƀƐơǙƐ ƔơǋǕ ƀǋƟƊ ǀ ƐƀƾƧǁ ƕĭƀƑĭƴƊǁƐ ǀ ƑƷƐƀƟǆǛƐǋ ƕĭƓƑ ƨƟǁƐ ǀ ƑƯ ƨǋƑƊǁƐ

357= Ɗ ƕĭƓƑ ƨƟǁƐ ǀ ƑƯ ƨǋƑƊǁƐ

ƕǕƀơǁƐ	ƸƐƀƟǆǛƐ ăƀƑĭƴƊǁƐ	ƯƨǋƑƊǁƐ ĬƓƑƨƟǁƐ	ǀƐƀƾƧǁƐ	!ƽƀǁƐ	ƕƓǂƀǁƐ
Ƒő!ƓƵ	.96	3.88	ǀƧƑƒƀ!ƒ ƓǋƀƖƶƙ Ŏƙ!ƒ ƑőƕőƧƀƙ!ƒ ƝƊƒƧƕ!ƒ Ŏ5 ǇőǁƊƓƵ!ƒ ăĂƙƪƊ ǇőƪƠƙ Ŏ5 ƊǋƓƪƙ . ǀƧƑƒƀ!ƒ	36	1
Ƒő!ƓƵ	.96	3.86	Ŏ5 ƊǋƓƪƙ ǀƧƑƒƀ!ƒ ýƤƒƀ ƑƕĂƪƠƊ!ƒ ƝƊƒƧƕ!ƒ .ǇőƶƞƒƧƊǁ! ƑƊƀǀƊ!ƒ ƘƓƊƀƤ!ƒ ǀƀĂƞ ƴ5Ƨ	35	2
Ƒő!ƓƵ	.98	3.85	Ŏ5 ƱĂƠǁƊ!ƒ ǇőƪƠƙ!Ɠ ǇĂƶƞƒƧƊ!ƒ ƀŏƮő ƊƒƀƤƙƪƓ Ɗǌ! ƑƊƀǀƊ!ƒ ƘƓƊƀƤ!ƒ ƑőƵĂǈ ǀƧƑƒƀ!ƒ Ŏ5 ƘƓƊĂǁƶƊ!ƒ Ɠőƞ Ă!Ăǈǂƙ	37	3
Ƒő!ƓƵ	.88	3.84	ƘƓ5ƬƒĂƊ!ƒ ƘƓƊĂǁƶƊ!ƒ ƓőƞĂ!Ăǈǂƙ Ƨ5Ăƙ ǇőƪƠƙ! Ƒƕƪƙǀƙ!ƒ ǀƀĂƞ!ƒĂ ƩőőƓǀƊ!ƒĂ . ǀƧƑƒƀ!ƒ Ŏ5 ǇőƶƞƒƧƊǁ! ƑƊƀǀƊ!ƒ ƘƓƊƀƤ!ƒ	34	4
Ƒő!ƓƵ		3.86	ƇƒƀǙƒ ǀƀĂƞ		

ǀƧǀƽ!ƒ ƘƇƓƞ Ƒőƒ Ü(3.88-3.84) ǇőƕƓƊ ƘƠĂƒƧƙ ƀƥ ƑőƕƓƪƠ!ƒ ƘƓƷƪĂƙƊ!ƒ Ǉǁ (16) ýĂƀƞ!ƒ Ǉőƕŏ ǇőǁƊƓƵ!ƒ ăĂƙƪƊ ǇőƪƠƙ Ŏ5 ƊǋƓƪƙ ǀƧƑƒƀ!ƒ ƓǋƀƖƶƙ Ŏƙ!ƒ ƑőƕőƧƀƙ!ƒ ƝƊƒƧƕ!ƒ" ĬǁƵ ƒ ǈƙ Ŏƙ!ƒĂ (36) ƊƥƧ ƊƥƧ ǀƧǀƽ!ƒ ƘƇƓƞ ƓƊǈőƕ ÜƑő!ƓƵ ƑƞƧƀƕĂ (3.88) ƸǁƕŎƕƓƪƠ ƷƪĂƙƊƕĂ Ĭ!ĂǛƒ ƑƕƙƧƊ!ƒ Ŏ5 "ǀƧƑƒƀ!ƒ Ŏ5 ƘƓƊƀƤ!ƒ ǇőƪƠƙ! Ƒƕƪƙǀƙ!ƒ ǀƀĂƞ!ƒĂ ƩőőƓǀƊ!ƒĂ ƘƓ5ƬƒĂƊ!ƒ ƘƓƊĂǁƶƊ!ƒ ƓőƞĂ!Ăǈǂƙ Ƨ5Ăƙ" ƓǌƬǈĂ (34) ƸùǁƕĂ .Ƒő!ƓƵ ƑƞƧƀƕĂ (3.84) ƸǁƕŎƕƓƪƠ ƷƪĂƙƊƕĂ ǀƧőƤǛƒ ƑƕƙƧƊ!Ɠ "ǀƧƑƒƀ!ƒ Ŏ5 ǇőƶƞƒƧƊǁ! ƑƊƀǀƊ!ƒ ƊùƥƧ ǀƧǀƽ!ƒ Ǉǁ (16) ƊƥƧ ýĂƀƞ!ƒ ƧǌƱő ƓƊǂ .Ƒő!ƓƵ ƑƞƧƀƕĂ (3.86) ýǂǂ ýƓƞƊǁ! ŎƕƓƪƠ!ƒ ƷƪĂƙƊ!ƒ ƑùƪƒƧƀ!ƒ ƑùǈőƵ ƀƒƧ5ǁ ǇǁÜ Ƒő!ƓƵ ƑƞƧƀƕĂ (3.86) ƸǁƕŎƕƓƪƠ ƷƪĂƙƊƕ Ƒőǈƙ!ƒ ƑƕƙƧƊ!Ɠ ƘƇƓƞ (35) ƘƓƊƀùƤ!ƒ ǀƀĂùƞ ƴù5Ƨ Ŏ5 ƊǋƓƪƙ ǀƧƑƒƀ!ƒ ýƤƒƀ ƑƕĂƪƠƊ!ƒ ƝƊƒƧƕ!ƒ " ǋǈǁ ĬǁƵ Ƒő!ƓƵ ƑƞƧƀƕ ǇĂǀ5ƒĂő (3.85) ƸùǁƕŎƕƓƪƠ ƷƪĂƙƊƕ ƑƛƓƛ!ƒ ƑƕƧƊ!ƒ Ŏ5 (37) ƊƥƧ ǀƧǀƽ!ƒ ƧǌƱƙ ƓƊǈőƕ Ü " ǇőƶƞƒƧƊǁ! ƑƊƀǀƊ!ƒ ǇőùƪƠƙ!Ɠ ǇĂƶƞƒƧƊ!ƒ ƀŏƮő " ǋǈǁ ĬǁƵ Ƒő!ƓƵ ƑƞƧƀƕ ǇĂǀ5ƒĂő ƑƪƒƧƀ!ƒ ƑǈőƵ ƀƒƧ5ǁ ǇǁÜ Ƒő!ƓƵ ƑƞƧƀƕĂ

Ŏ5 ƱĂƠǁƊ!ƒ ƑőƵĂǈ ƊƒƀƤƙƪƓ Ɗǌ! ƑƊƀǀƊ!ƒ ƘƓƊƀƤ!ƒ Ŏ5 ƘƓƊĂǁƶƊ!ƒ ƓőƞĂ!Ăǈǂƙ ǀƧƑƒƀ!ƒ Ŏ5 " Ü كما تراوحت الإنحرافات المعيارية لهذا البعد ما بين (88.- 98.) حيث تظهر الفقرات أن هناك تقارباً في آرآء أفراد عينة الدراسة .

5. ﻝ ﬤﺒﬤﭘﺒﯜﬤ ﯛﮧ ﻀ ﭢ

(17) ﻸﻨﺠﻣﻠ

ƒ ƨ Ɵ ƒïǁƦƒǆŧ ȟĞŧƥĎž ǀ ƐƅƐƥƜǛƐ ƯĭƨĞŧ ƥNjƟĎž ǀ Ɛƥƨƨǁ ȟĭƥƑĭÿĎžǁƐ ǀ Ɣƺ Ɛƥ Ɵ ǆǛƐNj ȟĭĞƑƨƟǁƐ ǀ ƑƯ ƨNjŧĎžǁƐ

357= Ďž ȟĭĞƑƨƟǁƐ ǀ ƑƯƨNjŧĎžǁƐ

ȟƜƥǫǁƐ	ƹ ƐƥƟǆǛƐ ăƥƑĭÿĎžǁ	ƯƨNjŧĎžǁƐ ĬĞƑƨƟǁƐ	ǀ ƐƥƨƨǁƐ	!ƽƥǁƐ	ȟĞŧƥǁƐ
ŧő!ĞƵ	.91	3.99	ƱőƪȟƙĬǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ ǀƧƒƒƥ!ƒ Ő5 ýǆƶ!ƒ ƘƒĈƒƧƞǫ	38	1
ŧő!ĞƵ	.90	3.98	ýƥĜȟƙ Ĭ ǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ ǀƧƒƒƥ!ƒ Ő5 Ƨƪ őĂ ŧ!ĂnjƪȟƘĞǆĂǁƶǆ!ƒ	40	2
ŧő!ĞƵ	.93	3.97	Ĭ ǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ ǀƧƒƒƥ!ƒ Ő5 ǇőǁǆĞƶ!ƒ ǇĂĞƶƙĂ ŧŧƧĞƬǆ!ƒ	41	3
ŧő!ĞƵ	.92	3.96	ƨ őƪǈƙ Ĭ ǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ ǀƧƒƒƥ!ƒ Ő5 ŧƽǁƙƤǆ!ƒ ýĞǆƵǕƒ Ǉőȟ	39	4
ŧő!ĞƵ		3.98	ƘƒĈƒƧƞǕƒ Ʊőƪȟƙ		

ǀƧǀƽ!ƒ ƘĈĞƞ ŧ őơ Ü(3.99-3.96) ǇőȟĞǆ ƘơĂƒƧƙ ƥƥ ŧőȟĞƪơ!ƒ ƘĞƱƪĂƙǆ!ƒ ǇƊ (17) ýĂƥƞ!ƒ Ǉőȟő

"ǀƧƒƒƥù!ƒ Őù5 ýǆƶ!ƒ ƘƒĈƒƧƞǫ ƱőƪȟƙĬǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ" Ĭ ǁƵ ƒ ǈƙ Őƙ!ƒĂ (38) ĎƥƧ

(39) ĎùƥƧ ǀƧùǀƽ!ƒ ƘĈĞùƞ ĞǆǇőȟ Üŧő!ĞƵ ŧƞƧƥȟĂ (3.99) ƹǁȟ ŐȟĞƪơ ƱƪĂƙǆȟĂ Ĭ!ĂǕƒ ŧȟƙƧǆ!ƒ Ő5

ǀƧùőƤǕƒ ŧȟƙƧǆ!Ĝȟ "ǀƧƒƒƥ!ƒ Ő5 ŧƽǁƙƤǆ!ƒ ýĞǆƵǕƒ Ǉőȟ ƨőƪǈƙ Ĭ ǁƵ ƘĞǆĂǁƶǆ!ƒ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ" ĞnjƬǈĂ

ŧùƞƧƥȟĂ (3.98) ýŧŧ ýĞƞǆǁ! ŐȟĞƪơ!ƒ ƱƪĂƙǆ!ƒ ƹǁȟĂ .ŧő!ĞƵ ŧƞƧƥȟĂ (3.96) ƹǁȟ ŐȟĞƪơ ƱƪĂƙǆȟĂ

.ŧő!ĞƵ

ƹùǁȟ ŐȟĞùƪơ ƱùƪĂƙǆȟ ŧùőǈĞĂ!ƒ ŧȟƙƧǆ!Ĝȟ ƘĈĞƞ (40) ĎƥƧ ǀƧǀƽ!ƒ ǇƊ (17) ĎƥƧ ýĂƥƞ!ƒ ƧnjƯő Ğǆŧ

ĞùőƞĂ!ĂǈŧƙƥƵĞƪƙ " ǊǈƊ Ĭ ǁƵ ŧő!ĞƵ ŧƞƧƥȟ ǇĂǀƽƒĂő ŧƪƒƧƥ!ƒ ŧǈőƵ ƥƒƧ5Ɗ ǇƊ Ü ŧő!ĞƵ ŧƞƧƥȟĂ (3.98)

Őù5 (41) ĎùƥƧ ǀƧǀƽ!ƒ ƧnjƯƙ ĞǆǇőȟ Ü " ǀƧƒƒƥ!ƒ Ő5 Ƨƪ őĂ ŧ!ĂnjƪȟƘĞǆĂǁƶǆ!ƒ ýƥĜȟƙ Ĭ ǁƵ ƘĞǆĂǁƶǆ!ƒ

ŧùƞƧƥȟ ǇĂǀƽƒĂő ŧƪƒƧƥ!ƒ ŧǈőƵ ƥƒƧ5Ɗ ǇƊ Ü ŧő!ĞƵ ŧƞƧƥȟĂ (3.97) ƹǁȟ ŐȟĞƪơ ƱƪĂƙǆȟ ŧĂ!ĞĂ!ƒ ŧȟƙƧǆ!ƒ

ŧő!ĞƵ Ĭ ǁƵ ǊǈƊ " ĞƵĞƪƙ ĜőƞĂ!ĂǈŧƙƥƵĞƪƙ ƘĞǆĂǁƶǆ!ƒ Ĭ ǁƵ ŧŧƧĞƬǆ!ƒ ǇĂĞƶƙĂ ǇőǁǆĞƶ!ƒ Őù5 ǀƧƒƒƥù!ƒ " Ü كما

تراوحت الإنحرافات المعيارية لهذا البعد ما بين (90.- 93.) حيث تظهر الفقرات أن هناك تقارباً في آرآء افراد عينة الدراسة .

[illegible] $(0.05 \geq \alpha)$ [illegible]

[illegible]

.([illegible]) [illegible]

[illegible]

1. [illegible]

(18) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	
.951	-.062	.70	3.66	.68	3.65	[illegible]
.334	.968	.89	3.78	.79	3.87	[illegible]
.175	1.358	.71	3.56	.68	3.66	[illegible]
.699	-.387	.92	3.82	.77	3.78	[illegible]
.363	.911	1.02	3.67	.91	3.77	[illegible]
.562	.580		3.70		3.74	[illegible]

[illegible] $(0.05 \geq \alpha)$ [illegible] (18) [illegible]

[illegible]

[illegible]

[illegible]

.2 [illegible]

(19) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	50 [illegible]		50-40		40-30		30 [illegible]		
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.000	10.153	.65	4.13	.78	3.47	.63	3.64	.45	3.91	[illegible]
.000	7.176	.54	4.23	1.00	3.61	.75	3.86	.55	4.09	[illegible]
.000	9.134	.55	3.99	.83	3.40	.59	3.67	.50	3.84	[illegible]
.000	6.663	.47	4.08	1.05	3.58	.71	3.83	.50	4.07	[illegible]
.055	2.561	.72	4.13	1.10	3.60	.94	3.72	.66	3.87	[illegible]
.000	9.804		4.11		3.52		3.73		3.96	[illegible]

[illegible] (19) [illegible] (**0.05 ≥ α**). [illegible]

[illegible] .(19)

[illegible]

(20) üNjqlll

357= Dž ǀƑDŽNjǂƴDŽǁƐ ƑǏǁǁNjǁNjǆǀƗ !ƐqƇƗƨƐ njNjƗƨDŽ ĂǂƳ ƥDŽƴǁƐ ƥƙǓ ƷƴƸʅ ƷƨƽƥƯǴ ƷǓqƴǴǁƐ ǀƑǆƥƑƨDŽǁƐ

ƥƙǀĐǅ Ʒǆƨ **50**	**50** ĎžĎž ü5Ɛ-**40**	**40** ĎžĎž ü5Ɛ-**30**	**30** ĎžĎž ü5Ɛ	ƯƨNjƗDŽǁƐ ĬǴƑƨƟǁƐ	Ʒǆƶ!ƒ	ýǴɳǆ!ƒ
				3.91	30 Ǉǆ ýpƒ	ǀƨnjɳǕƒ ƘƒƥƶǆƒĂ ƗǆƥƤƙʅǆ!ƒ
			.27	3.64	40 Ǉǆ ýpƒ-30	
		.17	*.44	3.47	50 Ǉǆ ýpƒ-40	
	*.66	*.49	.22	4.13	ƷƛǂƋ5 Ɨǉʅ 50	
				4.09	30 Ǉǆ ýpƒ	ƘǴǒɳǆƷƽ!ƒ ƗǆƥƤƙʅǆ!ƒ
			.23	3.86	40 Ǉǆ ýpƒ-30	
		.25	*.48	3.61	50 Ǉǆ ýpƒ-40	
	*.61	.37	.13	4.22	ƷƛǂƋ5 Ɨǉʅ 50	
				3.84	30 Ǉǆ ýpƒ	ƥƵƒĂp ƘǴǉǴǒƽ!ƒ ƗǆƥƤƙʅǆ!ƒ
			.17	3.67	40 Ǉǆ ýpƒ-30	
		*.26	*.44	3.40	50 Ǉǆ ýpƒ-40	
	*.58	.32	.15	3.99	ƷƛǂƋ5 Ɨǉʅ 50	
				4.07	30 Ǉǆ ýpƒ	ƘǴǂƽT ýǴƬƙǕƒ ƗǆƥƤƙʅǆ!ƒ
			.24	3.83	40 Ǉǆ ýpƒ-30	
		.25	*.49	3.58	50 Ǉǆ ýpƒ-40	
	.50	.24	.00	4.08	ƷƛǂƋ5 Ɨǉʅ 50	
				3.96	30 Ǉǆ ýpƒ	ǴǒɳĂ!ĂǉǂƘ ƘǴǆĂǁƶǆ!ƒ ýǂǂ
			.22	3.73	40 Ǉǆ ýpƒ-30	
		.21	*.43	3.52	50 Ǉǆ ýpƒ-40	
	*.59	.38	.15	4.11	ƷƛǂƋ5 Ɨǉʅ 50	

..(**0.05 ≥ α**) ƷǁǕqǁƐ njNjƗƨDŽ qǆƳ ƷǁƐq*

:ǑƙǓƒ (20) ýĂƥɳ!ƒ Ǉǆ Ǉǒƽƙǒ

- ǇùǆƷùǆƶ!ƒ ƗƑ5Ă 30 Ǉǆ ýpƒ Ʒǆƶ!ƒ ƗƑ5 Ǉǒƽ .(**0.05 ≥ α**) ƗǒƑǴƬơǫ Ɨ!ǕƥƘƒƦ ƾĂƧ5 ƥĂɳĂ ǈùƑ5!ƒ ǉƦùNj ǇǅýƥùǒǴùǆǆÜ30 Ǉǆ ýpƒ Ʒǆƶ!ƒ ƗƑ5 Ơ!ǴƬ! ƾĂƧ5!ƒ ƘǴǴɳĂ Ü50 Ǉǆ ýpƒ-40 ƾĂƧù5 ƥĂɳĂ ǇǒƽƙǴǆǂ ÜƘǴǆĂǁƶǆ!ƒ ǴǒɳĂ!ĂǉǂƘ ǆƑƥƤƙǕ ǟƽǀƘ ƷƛǂǕƒ ƔǴƽT!ƒ ƗƑ5 ǑNjĂ ƗǒƷǆƶ!ƒ Ʒǆƶ!ƒ ǑƙƑ5 Ǉǆ ýǂĂ Ɨnjɳ Ǉǆ ƷƛǂƋ5 Ɨǉʅ 50 Ʒǆƶ!ƒ ƗƑ5 Ǉǒƽ .(**0.05 ≥ α**) ƗǒƑǴƬơǫ Ɨ!ǕƥƘƒƦ

ƧùdžƶǃƒŧùƑ5 ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ ÜăƧƤ ŧnjɳ LJdž 50 LJdž ýpƒ-40Ă 40 LJdž ýpƒ-30 LJdž

ŧőƧdžƶǃƒ NJƑ5ǃƒ ljŘNj LJ Ĭ Ƶ ýƥő Ǵdždž.ƘǴdžĂƶdžǃƒ ǴőɳĂǃĂLjŧƙ DžƒƥƤƙƪƒ ăĂƙƪdž Ŏ5 ÜƧƛŧ5 ŧLjƪ 50

ǴùőɳĂǃĂLjŧƙ ǴùnjǃǴdžƵ ƧőőùƪƙŎù5 DžƥƤƙùƪƙǴőƶǃƒ ŧőƧƒƥǕƒ ƘǴőĂƙƪdžǃƒ LJdž ƔƩǕƒ Ŏ5 ŎNjĂ

. Ƨőŧ ýŧƬ ƘǴdžĂƶdžǃƒ

- ƧùdžƶǃƒŧƑ5 Ă 50 LJdž ýpƒ-40 Ƨdžƶǃƒ ŧƑ5 LJő .(**0.05 ≥ α**) ŧőƑǴƮơ ŧǃǓƥ ƘƒŘ ƽĂƧ5 ƥĂɳĂ

ƽĂƧù5 ƥĂùɳĂ Ă 30 LJdž ýpƒ LJdž Ƨdžƶǃƒ ŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ 30 LJdž ýpƒ LJdž

Ƨdžƶǃƒ ŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ Ü ƧƛŧƋ5 ŧLjƪ 50 Ƨdžƶǃƒ ŧƑ5 LJő ŧőƑǴƮơ ŧǃǓƥ ƘƒŘ

ƔùƪǃƒýùƶǃĂÜýùŧŧƘǴdžĂƶdžǃƒǴőɳĂǃĂLjŧƙ Ŏ5Ă ŧdžƥƤƙƪdžǃƒ ƘǴőɳdžƧǃƒ Ŏ5 ÜƧƛŧƋ5 ŧLjƪ 50

ŧùƶőƠ! ǂƧƱLj ƘǴőɳdžƧǃƒĂ ƘǴdžĂƶdžǃƒ ǴőɳĂǃĂLjŧƙ! ǴdžƒƥƤƙƪ ƧƛŧǕƒ LJőƙƑ5ǃƒ LJőƙǴNj LJ Ĭǃƒ ƥĂƶő

.Ǵnj LJĂdžĂǀő Ŏƙǃƒ ýǴdžƵǕƒ

- ƧùdžƶǃƒŧƑ5 Ă 50 LJdž ýpƒ-40 Ƨdžƶǃƒ ŧƑ5 LJő .(**0.05 ≥ α**) ŧőƑǴƮơ ŧǃǓƥ ƘƒŘ ƽĂƧ5 ƥĂɳĂ

ƘƒŘ ƽĂƧù5 ƥĂɳĂ Ă Ü30 LJdž ýpƒ LJdž Ƨdžƶǃƒ ŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ 30 LJdž ýpƒ

LJdž Ƨdžƶǃƒ ŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ Ü40 LJdž ýpƒ-30 Ƨdžƶǃƒ ŧƑ5 LJő ŧőƑǴƮơ ŧǃǓƥ

ƽĂƧ5 ƥĂɳĂ Ă Ü40 LJdž ýpƒ-30 Ƨdžƶǃƒ ŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ Ü 40 LJdž ýp 30

ƧùdžƶǃƒŧƑ5 LJdž ýŧ ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ ÜƧƛŧƋ5 ŧLjƪ 50 Ƨdžƶǃƒ ŧƑ5 LJő ŧőƑǴƮơ ŧǃǓƥ ƘƒŘ

ƘǴùLjǴőǃƒ ƥùƵƒĂp LJ Ĭùǃ ƥĂƶő Ɣƪǃƒ ýƶǃĂ Ü ŧdžƥƤƙƪdžǃƒ ƘǴLjǴőǃƒ ƥƵƒĂp Ŏ5ÜƧƛŧƋ5 ŧLjƪ 50

.ŧőƧƒƥǕƒ ƘǴőĂƙƪdžǃƒ ýődžɳ ýdžƶ! ŧőƧĂƧư

- LJùdž ƧùdžƶǃƒŧƑ5Ă 30 LJdž ýpƒ Ƨdžƶǃƒ ŧƑ5 LJő .(**0.05 ≥ α**) ŧőƑǴƮơ ŧǃǓƥ ƘƒŘ ƽĂƧ5 ƥĂɳĂ

ýǴùƮƙǕƒ ƘǴŧƬ ƧĂơdž Ŏ5 Ü30 LJdž ýpƒ Ƨdžƶǃƒ ŧƑ5 ƠǃǴƮ! ƽĂƧƽǃƒ ƘƇǴɳĂ Ü50 LJdž ýpƒ-40

ǴùdžǴp ƧùƛŧǕƒ ƔǴùƬǃƒ ŧùƑ5 ŎNjĂ ŧőƧdžƶǃƒ NJƑ5ǃƒ ljŘNj LJ Ĭǃ ƥĂƶő Ɣƪǃƒ ýƶǃĂ Ü ŧdžƥƤƙƪdžǃƒ

.ƘǴdžĂƶdžǃ! ýƥǴƙĂ ŧƶǴƙdžĂ ýǴƮƙǓ ŧɳǴơ Ŏƙǃƒ ýǴdžƵǕǴ

3. [illegible]

(21) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.613	.604	.63	3.70	.68	3.62	.67	3.74	.95	3.71	[illegible]
.982	.057	.91	3.88	.82	3.82	.78	3.83	.98	3.84	[illegible]
.398	.989	.68	3.55	.68	3.60	.71	3.76	.84	3.62	[illegible]
.390	1.006	.82	3.76	.82	3.84	.85	3.78	.98	3.49	[illegible]
.353	1.092	.91	3.94	.97	3.70	.88	3.71	1.14	3.59	[illegible]
.896	.200		3.75		3.71		3.76		3.66	[illegible]

[illegible] (21) [illegible] (**0.05 ≥ α**). [illegible]

[illegible] ومن هنا نلاحظ أن مستوى استخدام

تكنولوجيا المعلومات لدى موظفي الدوائر الحكومية في محافظة إربد على إختلاف مؤهلاتهم العلمية

يظهر بدرجات متقاربة دون وجود فرق بينها.

[illegible].

[illegible] .4

(22) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		[illegible]		[illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.160	1.732	.68	3.66	.72	3.57	.58	3.94	.62	3.88	[illegible]
.874	.232	.83	3.83	.89	3.82	.62	4.02	.69	3.86	[illegible]
.150	1.783	.67	3.67	.80	3.49	.52	3.56	.44	3.75	[illegible]
.293	1.247	.79	3.84	.97	3.66	.65	3.96	.57	3.89	[illegible]
.320	1.172	.94	3.68	1.02	3.79	.85	4.10	.71	3.88	[illegible]
.440	.902		3.73		3.65		3.91		3.85	[illegible]

[illegible] .(0.05 ≥ α) [illegible] (22) [illegible]

[illegible]

.5 [illegible]

(23) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible] **15**		[illegible] **15** [illegible] **10-**		[illegible] **10** [illegible] **5-**		[illegible] **5** [illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.005	4.395	.99	3.58	.62	3.54	.57	3.67	.48	3.91	[illegible]
.001	5.881	1.10	3.57	.85	3.75	.67	3.93	.57	4.11	[illegible]
.001	5.670	1.01	3.43	.64	3.52	.53	3.73	.50	3.83	[illegible]
.000	11.040	1.19	3.38	.79	3.78	.60	3.91	.50	4.13	[illegible]
.002	5.131	1.19	3.37	1.06	3.77	.79	3.78	.54	3.98	[illegible]
.000	7.776		3.48		3.66		3.79		3.99	[illegible]

[illegible] .($0.05 \geq \alpha$) [illegible] (23) [illegible]

[illegible] .(23) [illegible]

(24) ǘŇǰǫǁ

357= Dž ǀƑĐŽŇǂƴĐžǁƐ ƑĩǁŇǁŇǌǀǂ Ăǂƴ ƚĐžǫƍǁƐ ǀƐŇǌƨ þƙŬ ƚĭƨǀ ƚƨĭþƯƓ ƚĭǫƴƓǁƐ ǀƑǆþƑƪĐžǁƐ

þƙǀĐʒ ƚǌƨ **15**	DžĐž ǘɜƐ -**10** ƚǌƨ **15**	**10** DžĐž ǘɜƐ -**5** ǀƐŇǌƨ	**5** DžĐž ǘɜƐ ǀƐŇǌƨ	ƯƨŇǂĐžǁƐ ǏƓƑƨƟǁƐ	ƚĐžǫƍǁƐ ǀƐŇǌƨ	ýƓŋǆ!ƒ
				3.91	ƘƒĂǉǀ 5 LJǆ ýpƒ	ǀƨnjŋǕƒ Ƙƒþƶǆ!ƒĂ ǂǆþƤƙǀǆ!ƒ
			.24	3.67	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.13	*.37	3.54	ǂǉǀ 15 LJǆ ýpƒ-10	
	.04	.09	*.34	3.58	ƧƛǂƋ ǂǉǀ 15	
				4.11	ƘƒĂǉǀ 5 LJǆ ýpƒ	ƘƓŏŋǆƧǌ!ƒ ǂǆþƤƙǀǆ!ƒ
			.19	3.93	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.17	.36	3.75	ǂǉǀ 15 LJǆ ýpƒ-10	
	.19	*.36	*.55	3.57	ƧƛǂƋ ǂǉǀ 15	
				3.83	ƘƒĂǉǀ 5 LJǆ ýpƒ	þƵƒĂƿ ƘƓǉƓǌ!ƒ ǂǆþƤƙǀǆ!ƒ
			.10	3.73	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.21	*.32	3.52	ǂǉǀ 15 LJǆ ýpƒ-10	
	.09	*.30	*.40	3.43	ƧƛǂƋ ǂǉǀ 15	
				4.13	ƘƒĂǉǀ 5 LJǆ ýpƒ	ƘƓǂǌƬ ýƓƬƙǕƒ ǂǆþƤƙǀǆ!ƒ
			.22	3.91	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.13	.35	3.78	ǂǉǀ 15 LJǆ ýpƒ-10	
	*.40	*.53	*.75	3.38	ƧƛǂƋ ǂǉǀ 15	
				3.98	ƘƒĂǉǀ 5 LJǆ ýpƒ	ƔŏƧþƙ!ƒ
			.20	3.78	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.01	.21	3.77	ǂǉǀ 15 LJǆ ýpƒ-10	
	.40	*.41	*.60	3.37	ƧƛǂƋ ǂǉǀ 15	
				3.99	ƘƒĂǉǀ 5 LJǆ ýpƒ	ƓŏŋĂ!Ăǉǂƙ ƘƓǆĂǁƶǆ!ƒ ýǂǂ
			.20	3.79	ƘƒĂǉǀ 10 LJǆ ýpƒ-5	
		.14	*.33	3.66	ǂǉǀ 15 LJǆ ýpƒ-10	
	.18	*.31	*.51	3.48	ƧƛǂƋ ǂǉǀ 15	

..(**0.05 ≥ α**) ƚǁŬǫǁƐ njŇǂƨĐž ǫǆƳ ƚǁƐǫ *

:ǑƙŬƒ (24) ýĂþŋ!ƒ LJǆ LJǑƚƙŏ

- ýùǂĂ ǂnjŋ LJǆ ƘƒĂǉǀ 5 LJǆ ýpĐ ǂǆþƤ!ƒ ǂƑƼ LJǑƚ .(**0.05 ≥ α**) ǂŏƑƓƮơ ǂ!Ŭþ ƘƒƦ ƪĂƧƼ þĂŋĂ Ơ!Ɠù Ʈ! ƪĂƧƼ!ƒ ƘƓƇŋĂ ǕăƧƤĐ ǂnjŋ LJǆ ƧƛǂĐĂ ǂǉǀ 15Ă 15 LJǆ ýpƒ-10 LJǆ ǂǆþƤ!ƒ ǑƙƑƼ LJǆ ǂùƑƼ!ƒ ǉƦŇ LJĐ ǏǁƵ ýþŏ ƒƦŇĂ Ǖ ǂǆþƤƙǀǆ!ƒ Ƙƒþƶǆ!ƒĂ ǀƨnjŋǕƒ ǑƼ ǕƘƒĂǉǀ 5 LJǆ ýpĐ ǂǆþƤ!ƒ ǂƑƼ LJĂùǆĂǀŏ Ǒùƙ!ƒ ýƓǆƵǕƒ ǂƶŏƚƱ! ǂƧƱǉ ƘƓǆĂǁƶǆ!ƒ ƓŏŋĂ!Ăǉǂƙ! ǂǆƒþƤƙǀƒ ƧƛǂǕƒ ǂǆþƤ!ƒ ǑƛŏþơLJǆ .Ɠnjƚ

- LJdž ý‡Ǎ Ɨnjŋ LJdž Ƨλ‡ďƽ Ɨǉ˥ 15 ƗdžþƤ!ƒ Ɨƒƽ LJǒƅ .(**0.05 ≥ α**) ƗǒƑǴŢơǫ Ɨ!Ǔþ ƘƒƦ ʂǍƧƽ þǍŋǍ
Ơ!ǴŢ! ʂǍƨƽ!ƒ ƘƇǴŋǍ Üǎ ƧƤƉ Ɨnjŋ LJdž ƘƒǍǉ˥ 10 LJdž ýpƒ-5Ǎ ƘƒǍǉ˥ 5 LJdž ýpƉ ƗdžþƤ!ƒ ǑƙƑƽ
Ǒùƽ ÜƘƒǍǉù˥ 10 LJùdž ýùpƒ-5Ǎ ƘƒǍǉ˥ 5 LJdž ýpƉ ƗdžþƤ!ƒ ǑƙƑƽ LJdž ý‡ ƗdžþƤ!ƒ ǑƙƑƽ LJdž ý‡
ƔǒƧþƙǐ! ƗŋǴơ Ƨλ‡Ǖƒ ǑNj NJƑƽ!ƒ ǉƦNj LJƉ Ǐ!ǫ þǍƶǒ Ɣƅ˥!ƒ ýƶ!Ǎ Ü ƔǒƧþƙ!ƒǍ ƗdžþƤƙ˥dž!ƒ ƘǴǒŋdžƧƅ!ƒ
.ƗdžþƤƙ˥dž!ƒ ƘǴǒŋdžƧƅ!ƒ ydž þǒŋ ý‡Ţƅ ýdžǴƶƙǐ!
- LJdž ýpƒ-10 Ǎ ƘƒǍǉ˥ 5 LJdž ýpƒ ƗdžþƤ!ƒ Ɨƒƽ LJǒƅ .(**0.05 ≥ α**) ƗǒƑǴŢơǫ Ɨ!Ǔþ ƘƒƦ ʂǍƧƽ þǍŋǍ
Ɨù!Ǔþ ƘƒƦ ʂǍƧùƽ þǍŋǍǍ ÜƘƒǍǉ˥ 5 LJdž ýpƉ ƗdžþƤ!ƒ Ɨƒƽ LJdž ý‡ Ơ!ǴŢ! ʂǍƨƽ!ƒ ƘƇǴŋǍ Ü 15
5 LJdž ýpƉ ƗdžþƤ!ƒ ǑƙƑƽ LJdž ý‡Ǎ Ɨnjŋ LJdž Ƨλ‡ďƽ Ɨǉ˥ 15 ƗdžþƤ!ƒ Ɨƒƽ LJǒƅ .(**0.05 ≥ α**) ƗǒƑǴŢơǫ
ƗùdžþƤ!ƒ ǑƙƑƽ LJdž ý‡ Ơ!ǴŢ! ʂǍƨƽ!ƒ ƘƇǴŋǍ Üǎ ƧƤƉ Ɨnjŋ LJdž ƘƒǍǉ˥ 10 LJdž ýpƒ-5 Ǎ ƘƒǍǉ˥
ƘǴdžǍǐƶdž!ƒ ǴǒŋǍ!Ǎǉ‡ƙ Ǎ ƗdžþƤƙ˥dž!ƒ ƘǴǉǴǒƅ!ƒ þƵƒǍp Ǒƽ ƘƒǍǉ˥ 10 LJdž ýpƒ-5Ǎ ƘƒǍǉ˥ 5 LJdž ýpƉ
ƗùƱƽǴơdžƅ ƗùǒdžǍ‡ơ!ƒ ƧƑƒǍþ!ƒ Ǒƽ LJǒǐdžǴƶ!ƒ LJǒƽƱǍdž!ƒ LJdž LJǒƙƑƽ!ƒ LJǒƙǴNj LJƉ Ǐ!Ƶ ýþǒ ƒƦNjǍ Ü ý‡‡
.ƘǴdžǍǐƶdž!ƒ ǴǒŋǍ!Ǎǉ‡ƙǍ ƘǴǉǴǒƅ!ƒ þƵƒǍp ydž ǚdžǴƶƙ Ƨλ‡Ǖƒ þƅƧǫ
- LJdž ý‡Ǎ Ɨnjŋ LJdž Ƨλ‡ďƽ Ɨǉ˥ 15 ƗdžþƤ!ƒ Ɨƒƽ LJǒƅ .(**0.05 ≥ α**) ƗǒƑǴŢơǫ Ɨ!Ǔþ ƘƒƦ ʂǍƧƽ þǍŋǍ
ÜǎƧùƤƉ Ɨùnjŋ LJdž 15 LJdž ýpƒ-10 Ǎ ƘƒǍǉ˥ 10 LJdž ýpƒ-5Ǎ ƘƒǍǉ˥ 5 LJdž ýpƉ ƗdžþƤ!ƒ ƘǴƑƽ
-10 Ǎ ƘƒǍǉ˥ 10 LJdž ýpƒ-5Ǎ ƘƒǍǉ˥ 5 LJdž ýpƉ ƗdžþƤ!ƒ ƘǴƑƽ LJdž ý‡ Ơ!ǴŢ! ʂǍƨƽ!ƒ ƘƇǴŋǍ
ƗdžþƤƙù˥dž!ƒ ýǴŢƙǓƒ ƘǴ‡ƅŢ ومن هنا نلاحظ أن Ü ƗdžþƤƙ˥dž!ƒ ýǴŢƙǓƒ ƘǴ‡ƅŢ Ǒƽ Ü15 LJdž ýpƒ
تظهر بدرجات متفاوتة على إختلاف سنوات الخدمة .

ƅƐǫǅ njNjƗøƨ Ďǁ (**0.05 ≥ α**) ƅǁǕǫǁƐ njNjƗƨ Ď ǫǁY ƅĭƏƑŢƟƌ ƅǁǕǫ lƐƤ ƼNjþƺ pƑǁǉ :ƅĭǁƑƙǁƐ ƅĭŢþƻǁƐ
lƐþøĭƩƗĎ‡ǁ njƦøyƗ ĎǏƙNjøƟǴĎǁƐ þuǁ ƅNJǁǁNj ĎǁĎ ǫǴþƌ ƅuƺƑƟĎǴ ƅĭĎNjlƟǁƐ þƌƐNjǫǁƐ Ǐƺ ĎǏ‡ĎƑyǁƐ
.(ǏƻĭuNjǁƐ ǍĎƨĎǁƐ ÛƅĎǫƠǁƐ lƐNjǁƨ ÛǏĎ‡yǁƐ üǉǅĎǁƐ Û ÛþĎyǁƐ Û Ƨ ǁǁǁƐ)ƅĭƺƐþƩĎĭǫǁƐ

ǎǍƙù˥dž! ƗǒƧǴǒƶdž!ƒ ƘǴƽƒƧơǉǕƒǍ ƗǒƅǴ˥ơ!ƒ ƘǴƱ˥Ǎƙdž!ƒ ǁƒƧƤƙ˥ƒ Ďƙ Ɨǒư Ƨƽ!ƒ ǉƦNj ƗơŢ LJdž ʂ lơƙǐ!
ÜΣǉŋ!ƒ) ƘƒƧǒƺƙdž! Ǵƶƅƙ LJǒλǍơƅdž!ƒ ƧƱǉ Ɨnjŋ LJdž þƅƧǫ ƗƱƽǴơdžƅ ƗǒdžǍ‡ơ!ƒ ƧƑƒǍþ!ƒ Ǒƽ LJǒǐdžǴƶ!ƒ ƇƒþƉ
LJǒùƅ ƗǒƑǴùŢơǕƒ ʂǍƧƽ!ƒ Ɨ!Ǔþ LJǴǒƅ!Ǎ Ü(ƗdžþƤ!ƒ ƘƒǍǉ˥ ÜǑƽǒƱǍ!ƒ Ǐdž˥dž!ƒ ÜǑdžǐƶ!ƒ ýNjƋdž!ƒ ÜƧdžƶ!ƒ
ÜƧùdžƶ!ƒ LJùdž ýù‡! ĭþǴùơǕƒ LJǒǴƅƙ!ƒ ýǒǁơƙǍ ÜΣǉŋǐ! "Ƙ" ƧǴƅƙƤƒ ĎƒþƤƙ˥ƒ Ďƙ ƗǒƅǴ˥ơ!ƒ ƘǴƱ˥Ǎƙdž!ƒ
. ǁ !Ʀ ƠưǍƙ ǉǴǉþƉ ýǍƒþŋ!ƒǍ ÜƗdžþƤ!ƒ ƘƒǍǉ˥ þþƵǍ ÜǑƽǒƱǍ!ƒ Ǐdž˥dž!ƒǍ ÜǑdžǐƶ!ƒ ýNjƋdž!ƒǍ

1. [illegible]

(25) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]		[illegible]		
		[illegible]	[illegible]	[illegible]	[illegible]	
.821	.226	.81	3.65	.73	3.67	[illegible]
.741	-.331	.88	3.93	.76	3.90	[illegible]
.065	1.854	.80	3.59	.69	3.74	[illegible]
.103	1.634	.93	3.77	.79	3.92	[illegible]
.476	.714	.83	3.94	.83	4.00	[illegible]
.353	.930		3.77		3.84	[illegible]

[illegible] (25) [illegible] .(**0.05 ≥ α**) [illegible]

[illegible] ويتبين من هذه النتيجة أن مستو ى أداء العاملين لدى الذكور والإناث موجود بدرجة متقاربة دون وجود فرق كبير بينهما.

[illegible].

2. [illegible]

(26) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	50 [illegible]		50 - 40 [illegible]		40 - 30 [illegible]		30 [illegible]		[illegible]
		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
.000	**6.667**	**.59**	**3.90**	**.87**	**3.48**	**.70**	**3.65**	**.59**	**3.94**	[illegible]
.000	**6.895**	**.52**	**4.13**	**.98**	**3.68**	**.73**	**3.96**	**.52**	**4.18**	[illegible]
.000	**6.565**	**.52**	**3.95**	**.83**	**3.49**	**.70**	**3.69**	**.58**	**3.93**	[illegible]
.001	**5.988**	**.51**	**4.14**	**.98**	**3.65**	**.84**	**3.87**	**.55**	**4.14**	[illegible]
.002	**5.128**	**.59**	**4.26**	**.97**	**3.78**	**.76**	**4.02**	**.63**	**4.19**	[illegible]
.000	**8.118**		**4.08**		**3.62**		**3.84**		**4.07**	[illegible]

[illegible] (26) [illegible] .(**0.05 ≥ α**) [illegible]

[illegible]

.(26) [illegible]

[illegible].

(27) üǋǫɭ

357= DŽ DžǐǂDŽƑƴǁƐ ƀƐǫƈ ĂǂƳ ЇDŽǂƴǁƐ üǉDDŽǁƐ ϸƙŬ ƕǒƧʅ ƕƽǏϸƯǴ ƕǓǫƴǴǁƐ ǀƑǚϸƑƽDŽǁƐ

ϸƙǀĐʒ ƕǚƨ 50	50 DŽDŽ ü5Ɛ-40	40 DŽDŽ ü5Ɛ-30	30 DŽDŽ ü5Ɛ	ЇǴƑƨϴǁƐ ƯƨǋǂDŽǁƐ	ƕəƻǁƐ	üƑɭDžǁƐ
				3.94	30 DŽDŽ ü5Ɛ	ƀƐǫŬƐ ƕƳϸƨ
			.29	3.65	40 DŽDŽ ü5Ɛ-30	
		.17	*.46	3.48	50 DŽDŽ ü5Ɛ-40	
	.42	.25	.04	3.90	ϸƙǀĐʒ ƕǚƨ 50	
				4.18	30 DŽDŽ ü5Ɛ	ƀƐǫŬƐ !ɭϴ
			.22	3.96	40 DŽDŽ ü5Ɛ-30	
		*.28	*.49	3.68	50 DŽDŽ ü5Ɛ-40	
	.44	.16	.05	4.13	ϸƙǀĐʒ ƕǚƨ 50	
				3.93	30 DŽDŽ ü5Ɛ	ƀƐǫŬƐ ƕƽǫ
			.24	3.69	40 DŽDŽ ü5Ɛ-30	
		.20	*.44	3.49	50 DŽDŽ ü5Ɛ-40	
	.46	.26	.02	3.95	ϸƙǀĐʒ ƕǚƨ 50	
				4.14	30 DŽDŽ ü5Ɛ	ƀƐǫŬƐ Ɣǫǋǉɭ
			.27	3.87	40 DŽDŽ ü5Ɛ-30	
		.22	*.49	3.65	50 DŽDŽ ü5Ɛ-40	
	.49	.27	.00	4.14	ϸƙǀĐʒ ƕǚƨ 50	
				4.19	30 DŽDŽ ü5Ɛ	ƯǐƨǴǂ ǀƐƀƐϸɭŪƐ
			.17	4.02	40 DŽDŽ ü5Ɛ-30	
		.25	*.41	3.78	50 DŽDŽ ü5Ɛ-40	
	.49	.24	.07	4.26	ϸƙǀĐʒ ƕǚƨ 50	
				4.07	30 DŽDŽ ü5Ɛ	DžǐǂDŽƑƴǁƐ ƀƐǫƐ
			.24	3.84	40 DŽDŽ ü5Ɛ-30	
		.22	*.46	3.62	50 DŽDŽ ü5Ɛ-40	
	*.46	.24	.00	4.07	ϸƙǀĐʒ ƕǚƨ 50	

* ƕǁǗǫǁƐ ǌǋǂƨDŽ ǫǚƳ ƕǁƐǫ **(0.05 ≥ α)**..

:ǑƙŬƒ (27) ǔĂƥƞ!ƒ ǈǆǆ ǈǑƕƙǑ

- ĂǆƞĂϸ ƽĂƨ5 ƘƒƦ ϸŬ!ǂ ǂǏǑƑǴƮơ **(0.05 ≥ α)**. ǈǑƕ ǂƑ5Ă ƨǆǆż!ƒ ýϸƒ 30 ǈǆǆ ǂƑ5Ă ƨǆǆż!ƒ ǈùǆǆ 40- ýϸƒ 50Ü ǈǆǆ ƘǅǗƞĂ ƽĂƨƽ!ƒ ƮǴ!ǑƠ ǂƑ5 ƨǆǆż!ƒ ýϸƒ 30Ü ǈǆǆ Ǒ5 ʅùƨƵǂ ƒŪϸǅƒ Ü ĂƥùƥƑ يعود السبب في ظهور هذه النتيجة لكون فئة الشباب أكثر قدرة في إنجاز الأعمال بشكل سريع لما يتمتعون به من حيوية ونشاط.
- ĂϸĂǆƞ ƽĂƨ5 ƘƒƦ ϸŬ!ǂ ǂǏǑƑǴƮơ **(0.05 ≥ α)**. ǈǑƕ ǂƑ5 ƨǆǆż!ƒ 40-ýϸƒ 50 ǈǆǆ ǈǆǆ ƞǌǂ Ăǂùý ýǂ ƮǴ!ǑƠ ƽĂƨƽ!ƒ ƘǅǗƞĂ ÜƊƦƨăÜ ƞǌǂ ǈǆǆ 40 ýϸƒ-30 Ă 30 ǈǆǆ ýϸƒ ǈǆǆ ƨǆǆż!ƒ ǑƙƑ5 ǈǆǆ ǑƙƑ5 ƨǆǆż!ƒ ǈǆǆ ýϸƒ 30 Ă 30-ýϸƒ 40Ü Ǒ5 ǆǆʅƙĂă Ǒ5 ơƞùǆǆ Ü ĂƥùƥƑ يعود

السبب في ظهور هذه النتيجة لكون فئة الشباب أكثر قدرة في إنجازكم أكبر من الأعمال لما يتمتعون به من حيوية ونشاط.

- βĂŋĂ ƨĂƧ5 ƘƒƦ Ƅ!Ǖþ ƚǒƑǴƮơƺ (0.05 ≥ α). ǈǒǚ ƗƑ5 ƧǆǇ!ƒ ýþƒ ǈǆǇ 30 ƗƑ5Ă ƧǆǇ!ƒ ǈùǇ 40- ýþƒ ǈǆǇ 50Ü ƘǴǴŋĂ ƨĂƧ5!ƒ Ơ!ǴƮ! ƗƑ5 ƧǆǇ!ƒ ýþƒ ǈǆǇ 30Ü Ŏ5 ýǴŋǆǇ ƚùþþ ÜǕƒþǕƒ ŋþĂùŋĂ ÜǕƒþǕƒ ǕǒƘƙĂ ƠǒǆƗƒ ŧǕǴŋƧƒǴƘ Ü þpĂ يعود السبب في ظهور هذه النتيجة لكون فئة الشباب الأكثر قدرة على إيجاد الأفكار الإبداعية والخلاقة التي من شأنها رفع جودة الأداء ودقته وبالتالي تبسيط الإجراءات التي من شأنها تحقيق رضا المراجعين.
- βĂŋĂ ƨĂƧ5 ƘƒƦ Ƅ!Ǖþ ƚǒƑǴƮơƺ (0.05 ≥ α). ǈǒǚ ƗƑ5 ƧǆǇ!ƒ 40-ýþƒ ǈǆǇ 50 ƗƑ5Ă ƧǆǇ!ƒ ýùþƒ ǈǆǇ 30 ƘǴǴŋĂ ƨĂƧ5!ƒ Ơ!ǴƮ! ýƗ ǈǆǇ ŎƘƑ5 ƧǆǇ!ƒ ǈǆǇ ýþƒ 30Ü ǴǆƗ ƮǴƮ ƘƧǴƮ ƝƑǴƘǇ!ƒ ýǒǓơƘ!ƒ Ĭ!ƺ ŊǇƊ ŎĂŋþ ƚǒƑǴƮơƺ Ƅ!Ǖþ ƘƒƦ ƨĂƧ5 ǈǒǚ ƗƑ5 ƧǆǇ!ƒ 40-ýþƒ ǈǆǇ 50 ƗƑ5Ă ƧǆǇ!ƒ 50 ƚǇƪ ƧƛƗƋ5 Ü ƘǴǴŋĂ ƨĂƧ5!ƒ Ơ!ǴƮ! ǈǆǇ ƗƑ5 ƧǆǇ!ƒ 50 ƚǇƪ ƧƛƗƋ5 Ŏ5 ƇƒþƊ ǈǒǓǆǴǇ!ƒ ƗƗù ý Ü ǍùǇĂ ƒƦùǇ ƇƒþƊ Ĭ ùǓƵ ƘǴùǆĂǓǆǇ!ƒ ǴùŏŋĂ!Ăǈ ƗƘ ƊƒþƤƘƪƒ ƧƛǕ ǇƪƒƧǂƗƒ ƳǴƮ!Ă ŎƘƑ5 ǁƒƧþƺ ĬǓƵ ýþŏ ǈǒǓǆǴǇ!ƒ .
3. ĬǇƗyǁǁ üǈǇƊƊǆǁǁ

(28) üǈǇƺǁǁ
βǒƐǈǇǁǁ Ĭƺ ƊǆƗǇǁǁ ƀƐǇǕ ăƺƑƟǕƐ ƊǆǚƑǴǁǁ üǆƗƟǈ ƙǆβƑǆyƊǁǁ ǀƑƺƐβƟǕƐǈ ƙǆǴƑƨƟǁǁ ǀƑƲƨǈƗƊǆǁǁ
ǈǀǀǂ 357= ƊǆĬǇƗyǁǁ üǈǇƊƊǆǁǁ βǆƩƗƊǆǁ ƑyǴƗ ƊǆǚǈƟǴƊǆǁǁ βƲǆ Ĭƺ ƺǴβƊ ƙƲƺƑƟƊǴ ƙǆƊǈǀƟǁǁ

ƙǆǕǇǁǁ ƙǆƟƑƮƟǕ	ƩƙƊǆǁǁ	ƑǚƗY ǀƑƨƐβƺ (ƛǀƨǀǴ ǀƐŋǇǁǁ)	ƑǚƗY ǀƑƨƐβƺ (ǈƐǇǁǁ ƲƨǈƗƊǆǁǁ)	ƨǈǚβǈǁƑ!Ǵ (ƛǀƨǀǴ ǀƐŋǇǁǁ)	ƨǈǚβǈǁƑ!Ǵ (ǈƐǇǁǁ ƲƨǈƗƊǆǁǁ)	ƲƨǈƗƊ !ǈƗǴƺ (ƛǀƨǀǴ ǀƐŋǇǁǁ)	ƲƨǈƗƊ !ǈƗǴƺ (ǈƐǇǁǁ ƲƨǈƗƊǆǁǁ)	ƊǆǈƺƑƊƩ ƙǆƑY ƙǆǈǀƑǂ (ƛǀƨǀǴ ǀƐŋǇǁǁ)	ƊǆǈƺƑƊƩ ƙǆƑY ƙǆǈǀƑǂ (ĬǴƑƨƟǁǁ ƲƨǈƗƊǆǁǁ)	üƑǁǁƊǆǁǁ
.614	.603	.74	3.57	.76	3.65	.77	3.74	.88	3.76	ƀƐǇǕǁ ƙYβƨ
.856	.257	.82	3.83	.82	3.93	.76	3.93	.88	3.84	ƀƐǇǕǁ !ǁǁƟ
.811	.320	.72	3.69	.74	3.65	.79	3.76	.74	3.69	ƀƐǇǕǁ ƙƋǇ
.721	.445	.80	3.94	.88	3.85	.83	3.86	.75	3.68	ƀƐǇǕǁ YǇǈǁǁ
.939	.135	.75	3.99	.84	3.99	.89	3.92	.78	3.97	ǀƐƀƐβǁǁǕ ƲǚƨǴ
.990	.038		3.80		3.81		3.84		3.79	ƊǆǚƗƊǆyǁǁ ƀƐǇǁ

Ŏǒǆǚ ǈǆǇ!ƒ ýĂþŋ (28) ƵþƊ βĂŋĂ ƨĂƧ5 ƘƒƦ Ƅ!Ǖþ ƚǒƑǴƮơƺ (0.05 ≥ α). ăƨƶƙ ƧùƛǕ ýùǈǆƋǇ!ƒ ǇǆǇ!ƒ Ŏ5 ýǒǆŋ ƘǕǴŋǇ!ƒ ŎƘƑ5 ƇƒþƊ ǈǒǓǆǴǇ!ƒ ý Ü ومن هنا نلاحظ أن أداء العاملين في الدوائر الحكومية في محافظة إربد على إختلاف مؤهلاتهم العلمية يظهر بدرجات متقاربة دون وجود فرق بينها.

ĂǈƦǈǇĂ ƚǒŋǇ!ƒ ƘǒƮƧ Ĭ!ƺ ƲƧƨ Ʋ!ƧƙǒƗ Ŏ5 ýǒǆŋ ƘǕǴŋǇ!ƒ ŎƘƑ5 ƇƒþƊ ǈǒǓǆǴǇ!ƒ ƗƗý.

4. ĬƧĭŭǖNjǁǁ ĂDžƨDžǁǁ

(29) üNjǫǁǁ

þəƐNjǫǁǁ Ĭȝ DžĭǂDžƑyǁ ƅƐǫǓ ăǫƑΘǗƐ DžĭƑĠǂǁ üĭǂΘǂNj hŭþƑĭyDžǁ ǀƑȝƐþΘǖǕƐNj hŭĠƑƨΘǁ ǀƑƯƨNjǂDžǁ

357= Dž ĬƧĭŭǖNjǁǁ ĂDžƨDžǁǁ þĭƩǂDžǁ ƑyĠǂ DžĭǨNjΘĠDžǁ þưž Ĭȝ ǫĠþƌ hưȝƑΘDžĠ hŭDžNjǀΘǁ

hǁǗǫǁǁ hŭƌƑΤΘǗƐ	ƹ hDžĭƼ	ăþƐǫƌ		hĠyʅ / !ƨ5 ƧĭƌþΛ		ƟþȝþĭǫDž		ǫYƑƨDž / Yþ∂Ɛǫ þĭǫDž		üƑǁǁDžǁ
		ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	
.813	.317	.75	3.68	.84	3.60	.44	3.65	.65	3.59	ƅƐǫǓƐ hYþƨ
.328	1.151	.78	3.96	.93	3.79	.53	3.77	.66	4.04	ƅƐǫǓƐ !ǁΘ
.331	1.146	.74	3.70	.79	3.57	.57	3.90	.52	3.73	ƅƐǫǓƐ hƽǫ
.591	.638	.85	3.86	.94	3.80	.47	4.13	.60	3.95	ƅƐǫǓƐ YǫNjǁǁ
.208	1.523	.81	4.02	.90	3.83	.51	4.15	.82	4.05	ǀƐƅƐþǁǕ ƯĭƨĠǂ
.458	.868		3.84		3.72		3.92		3.87	DžĭǂDžƑyǁ ƅƐǫǒ

ĬdžùʅdžƑ ƧλǕ ăƨzƙ .(0.05 ≥ α) ǂǒƑĠΤƠƍ ǂ!Ǖþ ƘƒƦ ƾĂƧ5 þĂȠĂ DžþƵ (29) ýĂþȠ!ƒ LJdž LJǒhƙǒ

ǗǗ ýǂǂ LJǒǁdžĠz!ƒ ĆƒþD ŎƼĂ ƘǗĠȠdž!ƒ ydždžȠ Ŏ5 ŎƽǒƯĂ!ƒ ومن هنا نلاحظ أن أداء العاملين في الدوائر

الحكومية في محافظة إربد على إختلاف مسمياتهم الوظيفية يظهر بدرجات متقاربة دون وجود فرق

بينها. ljŖNjĂ ǂȠǒƙlj!ƒ ƧǒΤƙ Ĭ!ǫ ƯƼƧ ǂǒƯƧ5!ƒ Ŏ5 ydždžȠ ƘǗĠȠdž!ƒ ŎƼĂ ĆƒþD LJǒǁdžĠz!ƒ ýǂǂ.

5. hDžǫǪǁǁ ǀƐNjdžƨ

(30) üNjǫǁǁ

þəƐNjǫǁǁ Ĭȝ DžĭǂDžƑyǁ ƅƐǫǓ ăǫƑΘǗƐ DžĭƑĠǂǁ üĭǂΘǂNj hŭþƑĭyDžǁ ǀƑȝƐþΘǖǕƐNj hŭĠƑƨΘǁ ǀƑƯƨNjǂDžǁ

357= Dž hDžǫǪǁǁ ǀƐNjdžƨ þĭƩǂDžǁ ƑyĠǂ DžĭǨNjΘĠDžǁ þưž Ĭȝ ǫĠþƌ hưȝƑΘDžĠ hŭDžNjǀΘǁ

hǁǗǫǁǁ hŭƌƑΤΘǕƐ	ƹ hDžĭƼ	þƙǀDžȝ hdžƨ **15**		**15** DžDž üƽƐ-**10** hdžƨ		ǀƐNjdžƨ **10** DžDž üƽƐ-**5**		ǀƐNjdžƨ **5** DžDž üƽƐ		üƑǁǁDžǁ
		ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	ƹƐþΘǖǗƐ ăþƑĭyDžǁ	ƯƨNjǂDžǁ ĬĠƑƨΘǁ	
.002	5.116	1.06	3.43	.72	3.58	.58	3.75	.60	3.89	ƅƐǫǓƐ hYþƨ
.000	8.860	1.11	3.58	.84	3.81	.58	4.09	.51	4.15	ƅƐǫǓƐ !ǁΘ
.008	4.015	.95	3.52	.78	3.58	.58	3.74	.59	3.91	ƅƐǫǓƐ hƽǫ
.000	7.029	1.12	3.56	.90	3.80	.70	3.91	.48	4.21	ƅƐǫǓƐ YǫNjǁǁ
.000	6.303	1.10	3.67	.87	3.93	.61	4.09	.61	4.23	ǀƐƅƐþǁǕ ƯĭƨĠǂ
.000	7.921		3.55		3.74		3.92		4.08	üǁǀ DžĭǂDžƑyǁ ƅƐǫƐ

ǂùdžþƤ!ƒ ƘƒĂljʅ ƧλǕ ăƨzƙ .(0.05 ≥ α) ǂǒƑĠΤƠƍ ǂ!Ǖþ ƘƒƦ ƾĂƧ5 þĂȠĂ (30) ýĂþȠ!ƒ LJdž LJǒhƙǒ

Džùƙ ǂǒhĠùʅƠ!ƒ ƘĠƱùʅĂƙdž!ƒ LJǒh ĠǒƑĠΤƠƍ ǂ!ƒþ!ƒ ǂǒȠĂƨ!ƒ ƾĂƧ5!ƒ LJĠh!Ă ýǂǂ Ă ƘǗĠȠdž!ƒ ydždžȠ Ŏ5

.(29) ýĂþȠ!ƒ Ŏ5 LJǒhdž ĂNj Ġdžǂ NǒƽΤ ǂǀǒƧƱh ǂǒþzh!ƒ ƘĠljƧĠǀdž!ƒ DžƒþƤƙʅƒ

.ýǂǂ LJǒǁdžĠz!ƒ ĆƒþD ŎƼĂ ƘǗĠȠdž!ƒ ydždžȠ Ŏ5 ǂǒƯƧ5!ƒ ýĂhp Ĭ!ǫ ƧǒΤƙ ǂȠǒƙlj!ƒ ljŖNjĂ

(31) üNjqШ

357= Dž DžĭŧDžƑyllɛ ƀɛqƈ ĂŧƳ ƙDžqƠllɛ ƖƐNjǆƨ ϸƙǓ ƙĭƨƪ ƙƫĭϸƯƓ ƙĭqƴƓllɛ ƖƑǆϸƑƫDžllɛ

ƙǆƨ **15** ϸƙǀƉʒ	DžDž üʒɛ-**10** ƙǆƨ **15**	DžDž üʒɛ-**5** ƖƐNjǆƨ **10**	**5** DžDž üʒɛ ƖƐNjǆƨ	ƯƨNjŧDžllɛ ĬƓƑƨƟllɛ	ƙDžqƠllɛ ƖƐNjǆƨ	üƑШDžllɛ
				3.89	ƖƐNjǆƨ **5** DžDž üʒɛ	ƀɛqǓɛ ƙƳϸƨ
			.14	**3.75**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.17	**.31**	**3.58**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.15	**.31**	***.46**	**3.43**	ϸƙǀƉʒ ƙǆƨ **15**	
				4.15	ƖƐNjǆƨ **5** DžDž üʒɛ	ƀɛqǓɛ !ШƟ
			.06	**4.09**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.29	**.35**	**3.81**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.22	***.51**	***.57**	**3.58**	ϸƙǀƉʒ ƙǆƨ **15**	
				3.91	ƖƐNjǆƨ **5** DžDž üʒɛ	ƀɛqǓɛ ƙʒq
			.17	**3.74**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.16	**.32**	**3.58**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.06	**.22**	***.38**	**3.52**	ϸƙǀƉʒ ƙǆƨ **15**	
				4.21	ƖƐNjǆƨ **5** DžDž üʒɛ	ƀɛqǓɛ ƴqNjШ
			.29	**3.91**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.12	***.41**	**3.80**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.23	***.35**	***.64**	**3.56**	ϸƙǀƉʒ ƙǆƨ **15**	
				4.23	ƖƐNjǆƨ **5** DžDž üʒɛ	ƯĭƨƓŧ ƖƐƀɛϸШǕɛ
			.14	**4.09**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.16	**.30**	**3.93**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.26	***.42**	***.56**	**3.67**	ϸƙǀƉʒ ƙǆƨ **15**	
				4.08	ƖƐNjǆƨ **5** DžDž üʒɛ	DžĭŧDžƑyllɛ ƀɛqɛ üll
			.16	**3.92**	ƖƐNjǆƨ **10** DžDž üʒɛ-**5**	
		.18	***.34**	**3.74**	ƙǆƨ **15** DžDž üʒɛ-**10**	
	.18	***.36**	***.52**	**3.55**	ϸƙǀƉʒ ƙǆƨ **15**	

.(**0.05 ≥ α**) ƙllǓqllɛ njNjŧƨDž qǆƳ ƙllɛq *

:ǑƙǓƒ (31) ýĂϸɳ!ƒ ǇJdž ǇJŏƕƙŏ

- 5 ǇJdž ýƿƒ ŧdžϸƤ!ƒ ŧƑ5 ǇJŏƕ .(**0.05 ≥ α**) ŧ!Ǖϸ!ƒ ǎĂƙƪdž ϸǉƵ ŧŏƑƓƮơƍ ŧ!Ǖϸ ƘƒƦ ƽĂƧ5 ϸĂɳĂ

Ŏ5 ÜƘƒĂǉƪ 5 ǇJdž ýƿ ŧdžϸƤ!ƒ ŧƑ5 ǇJdž ýŧ Ơ!ƓƮ! ƽĂƧ5!ƒ ƘƇƓɳĂ ÜƧλŧʤ5 ŧǉƪ 15 Ă Ă ƘƒĂǉƪ

ϸƿĂ Ü ƇƒϸǕƒ ŧƿϸĂ ƇƒϸǕƒ ŧƵƧƪ يعود السبب في ظهور هذه النتيجة لكون فئة الشباب أكثر قدرة في

إنجاز الأعمال بشكل سريع لما يتمتعون به من حيوية ونشاط.

- ǺĀŋĀ ƧǍƨ5 ƙƒǨ ŀ!Ǖþ ƠƋƮǴǑĬ **(0.05 ≥ α)**. ǈǒƑ5 ŀƑ!ƤǌƜĬ 15 ŀǀĿ ƨǂǾƎ ǈƜǌ Ŀnjŋ ǺĀŀý ǈƜǌ Ďƙƒ5 ƤǌƜĬƑ!ƒ ǷDž ý ǷƒƤ 5 ǈƜǌ ǀĿ ƙƒĂ 10 ǈƜǌ ŀnjŋ ǷƢƧ ŬăǺŋĀ ƙƒǨƒ!ƨǍƧ ŀ!ƮǴǑ! ǷƒƤ ý ŀ ǈƜǌ 5 ƒƙǨ ǷƤƒ!ƤǌƜĬ ǷDž ǈƜǌ ƧǍ 5 ƒƙĀǨ 10 ǈƜǌ ǀĿ ƙƒĂ Ŭ Ǿ5 ǂŋŒǈ يعود السبب في ظهور هذه النتيجة لكون فئة الشباب أكثر قدرة في إنجاز كم أكبر من الأعمال لما يتمتعون به من حيوية ونشاط وقدرة على ايجاد الافكار الابداعية التي من شأنها تبسيط الإجراءات.
- ǺĀŋĀ ƧǍƨ5 ƙƒǨ ŀ!Ǖþ ƠƋƮǴǑĬ **(0.05 ≥ α)**. ǈǒƑ5 ŀƑ!ƤǌƜĬ ǷƒƤ ý ǈƜǌ 5 ǀĿ ƙƒĂ 10 - ǷƒƤ ý ǈƜǌ ŀ!Ǖþ ƙƒǨ ƧǍƨ5 ǺĀŋĀĀ ŬǀĿ ƙƒĂ 5 ǈƜǌ ǷDž ŀƤǌƜĬƑ!ƒ ŀƑ5 ǈƜǌ ý ŀ ƠƋƮǴǑ! ƧǍƨ5!ƒ ƙƒǨŋĀ Ŭ 15 ƠƋƮǴǑĬ **(0.05 ≥ α)**. ǈǒƑ5 ŀƑ!ƤǌƜĬ 15 ŀǀĿ ƨǂǾƎ ǈƜǌ Ŀnjŋ ǺĀŀý ǈƜǌ Ďƙƒ5 ƤǌƜĬƑ!ƒ ǷDž ý ǈƜǌ 5 ǀĿ ƙƒĂ Ă 5 - ǷƒƤ ý ǈƜǌ 10 ǀĿ ƙƒĂ ǈƜǌ ŀnjŋ ǷƢƧ ŬăǺŋĀ ƙƒǨƒ!ƨǍƧ ŀ!ƮǴǑ! ǈƜǌ ý ŀ Ďƙƒ5 ŀƤǌƜĬƑ!ƒ ǷDž ǈƜǌ 5 ƒƙĀǨ 10 ǈƜǌ ƧǍ 5 ƒƙĀǨ ǀĿ ƙƒĂ Ŭ Ǿ5. ŋĀþ ƇƤǕƒ ĂǾ5 ƇƒƤĿ ǈǒǂǌƓƨ!ƒ ŀŀ ý Ŭ يعود السبب في ظهور هذه النتيجة لكون فئة الشباب أكثر طموحا للتميز في الأداء وذلك من أجل الترقية في العمل والحصول على الحوافز.

ƠƋƮǴǑĬ ƒǷŀǿŀ ƎƧƤŬ **(0.05≥a)** ǀƱǾǕƜǓ ǁNjŀǿǼƧǈ ƜǀŬ ƙǀƭƒƮƟǍ ǀǃǕƜ ƒƓƇ ƒǀƥ ƀƑǍ ƒƥǃ ǀƏǀƓǐǂ :ǀǁǏƮƤƨǂǂ ŀƧƬƑŀŀǃ ǀǂ Ǐǀƭ ƛƒǍǀ ǃǃ ƤƞǀŬǍǐŀǂ ǏǍ ƊƓƑƇƜǈ ƎƧƤŬǈ ǀƧƮƚƓǈ ǍƧƤ ƠƋǕ .

ƙƇùǀǍƂǀǍ!ƒ ƇƒŋĂ!ĂǨŀƙ ǈǀƤǷƙ ăĂƙǨǈ! ƧƒƤơǨǕƒ ýǀǂơƙ ǈǀƤǷƙ ǈǀƙ ŀǒưƧ5!ƒ ǨǚNj ŀơƮ ǈƜǌ ƨ1ơƙǈ! .ǒƙǕƒ ýĂƤŋ!ƒ Ǿ5 ǈƜǌǀǍ ĂNj ƇǀŀŬƤƭƧǀ ŀŨ5ƇơǀǍ ŀǒǀĂŀơ!ƒ ƧƒƒĂƥ!ƒ Ǿ5 ǈƜǌǈǀƇǃ!ƒ ƇƒƤĎ ǏǀǍ.

(32) ǔNjǀǂ
ǀǏǀǍNjǀ ǂƟǂǂ ƤƏNjǀǂǂ Ǐƨ ǍƬǀǍƒƴǂǂ ƅƐǀƇ ĂǀƳ ǂ ƒǍǍNjǀǂǂNjǀǂ ƒƒǍNjǂ ǀǂƐ ƤƐǃǂ ƤƐǀƏǀŬǈ ǔǀŀƏǀ ƥƭǀƮǈ ƥǀǍ
357= ǈǀ ƥƓƤǈ ǀǁƙǍƏǈǀƇ

ƨ ǀǂǕƥ ǀǏǀƏƮƟŬǈ	ƨ ǀǍǏ5	ǈǀƒƇǂǂ ƤƧǀƧǂǂ	ǓƒƇƥŬǈ	ǂ ǀǂǕƥ ǀǏǀƏƮƟŬǈ	ǂ ǀǍǏ5	. Beta	ǔƨŀƧǀǂǂ ƤƏƐŀǀǂǂ
.000	171.470	.710	.842	.000	4.937	.211	ǀǍƥƤŀƧǀǂǂ ǂƐƥǍǀǂƐNj ǭƦǀǂǕǈ
				.002	3.108	.143	ǀǍƥƤŀƧǀǂǂ ǂƑǏǂǍƥǈǂǈ
				.000	5.152	.216	ǀǍƥƤŀƧǀǂǂ ǂƑǍƑǈǂǈ ƥƳƐNj5
				.001	3.422	.176	ǀǍƥƤŀƧǀǂǂ ǔƑƮŀǕǈ ǂƑǈǀ
				.000	5.599	.254	ƒǏƥŀǂǂ

ǈǀǏŀǍƒǀǂǂ ƅƐǀƇ :ǓƇƑŀǂǂ ƤǏƐŀǀǂǂ

ŀùǀǍƙŋǀ ŀǂƙùǀǍ!ƒ ƙƒƨùǒƺƙǍ!ƒ ǈǃ ǏĎ (0.710) ƪùǂǀ ƨǀ5ǍƑ!ƒ ǈǒǀƙƑ!ƒ ǈǃ (32) ýĂƤŋ!ƒ ǈƜǌ ǈǒǀƙǒ ƙǀƐùǍƮĂ ŬŀǍƤǷƙùǀǍƑ!ƒ ƙǀùǂǀƑ!ƒ ƤƂƒĂƤĂ ŬŀǍƤǷƙǀǍƑ!ƒ ƙƇǒŋǍƧǀ!ƒĂ ŬŀǍƤǷƙǀǍƑ!ƒ ƙƒƤƐǍƑ!ƒĂ ǂƨŋNjǓƒ)

ǑħĜùηǒǭ ƧλD þĂηĂ ǇJǒħƙ Ĝdžǂ ÜǇJǒǁdžĜƶ!ƒ ƇƒþD ǇJdž %71 ǋǊƙdžǒp Ĝdž ƘƧɭ5 (ƔǒƧþƙ!ƒ ÜƗdžþƤƙɭdž!ƒ ýĜƬƙŬƒ

Ɨ!Ŭþħ Ă 4.937 Ƙ Ɨdžǒp Ƙƺǁħ Ʀǭ ýǂǂ ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵ ƗdžþƤƙɭdž!ƒ ƘƒþƶdžǃƒĂ ǀƨŋǌηǖ! ĜǒƑĜƬơǭ ýƒþ

Ʀǭ ýǂǂ ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵ ƗdžþƤƙɭdž!ƒ ƘĜǒηdžƧħǁ! ĜǒƑĜƬơǭ ýƒþ ǑħĜηǒǭ ƧλD þĂηĂĂ Ü0.000 ƗǒƑĜƬơǭ

ƘĜùǇĜǒħ!ƒ þƵƒĂǀ! ĜǒƑĜƬơǭ ýƒþ ǑħĜηǒƒ Ƨλƒ þĂηĂĂ Ü 0.002 ƗǒƑĜƬơǭ Ɨ!Ŭþħ Ă 3.108 Ƙ Ɨdžǒp Ƙƺǁħ

ƧùλD þĂηĂĂ Ü0.000 ƗǒƑĜƬơǭ Ɨ!Ŭþħ Ă 5.152 Ƙ Ɨdžǒp Ƙƺǁħ Ʀǭ ýǂǂ ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵ ƗdžþƤƙɭdž!ƒ

3.422 Ƙ Ɨùdžǒp Ƙƺǁħ Ʀǭ ýǂǂ ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵƗdžþƤƙɭdž!ƒ ýĜƬƙŬƒ ƘĜǂħƬ! ĜǒƑĜƬơǭ ýƒþ ǑħĜηǒǭ

Ƙƺǁħ Ʀǭ ýǂǂ ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵ ƔǒƧþƙǁ! ĜǒƑĜƬơǭ ýƒþ ǑħĜηǒǭ ƧλD þĂηĂĂ Ü0.001 ƗǒƑĜƬơǭ Ɨ!Ŭþħ Ă

ĜǒηĂ!Ăǉǂƙ! ƗǉĂǂdž!ƒ ƧƬĜǉƶ!ƒ Ƨ5Ăƙ ǇJD ǋηǒƙǉ!ƒ ǉƦǋ ƧǌƱƙĂ .0.000 ƗǒƑĜƬơǭ Ɨ!Ŭþħ Ă 5.599 Ƙ Ɨdžǒp

ĜùǒηĂ!Ăǉǂƙ! ƗùǉĂǂdž!ƒ ƧùƬĜǉƶ!ƒ Ƨ5Ăùƙ ƗǒdžǊJD ǏǁƵ ýþǒ ƒƦǋĂ Ü ǇJǒǁdžĜƶ!ƒ ƇƒþD ǏǁƵ ƧλƋƙ ƘĜdžĂǁƶdž!ƒ

ýùηD ǇJdž ƧƒĂþ!ƒ ǉƦǋ Ǒ5ƱĂdž ăþ! ĜǋƧ5Ăƙ! ǑƶɭƒĂ þħƧǭ ƗƱ5ĜơdžħǒdžĂǂơ!ƒ ƧƒĂþ!ƒ Ǒ5 ƘĜdžĂǁƶdž!ƒ

. ǇJǒǁdžĜƶ!ƒ ƇƒþD ƊƵþ

.Ɨǒư Ƨ5!ƒ ýĂħp Ǐ!ǭ ƧǒƬƙ Ɨηǒƙǉ!ƒ ǉƦǋĂ

(**0.05≥a**) ħøǁŰǫǁɛ ŋǋƗø ƨƊ ǫøǁY ħǐƎƑøƬƟƋ ħǁŰǫ ǋP !Ƒǉ þƙc pƑǉ :ĂǁǋŬɛ ħǐYþƧǁɛ ħǐƬþƧǁɛ

. ǫĜþƋ ħưƺƑƟƊĜ ħǐƊǋǀƟǁɛ þƎɛǋǫǁɛ Ǐƺ ƀɛǫŰɛ ħYþƨ ĂǂY ǀƑƊǋǂyƊǁɛ ƑǐƜǋǁǋǉ ǀƗ !ɛǫƆƗƨŰ

ĜùǒηĂ!Ăǉǂƙ ƊƒþƤƙùɭƒ ăĂƙùɭdž! ƧƒþơǉŬƒ ýǒǁơƙ ƊƒþƤƙɭƒ Ɗƙ Ɨǒư Ƨ5!ƒ ǉƦǋ ƗơƬ ǇJdž ƾǀơƙǁ!

:ǑƙŬƒ ýĂþη!ƒ Ǒ5 ǇJǒħƋ ĂǋǊ Ĝdžǂ ÜþħƧǭ ƗƱ5ĜơdžħǒdžĂǂơ!ƒ ƧƒĂþ!ƒ Ǒ5 ƇƒþŬƒ ƗƵƧɭ ǏǁƵ ƘĜdžĂǁƶdž!ƒ

(33) üǋǫǁɯ

ħǐƊǋǀƟǁɛ þƎɛǋǫǁɛ Ǐƺ ƀɛǫŰɛ ħYþƨ ĂǂY ǀƑƊǋǂyƊǁɛ ƑǐƜǋǁǋǉ ǀƗ !ɛǫƆƗƨɛ þƙŬ þɛǫƟƊŰɛ üǐǂƟƗ

357= Ɗ ǫĜþƋ ħưƺƑƟƊĜ

ƹ ħǁŰǫ ħǐƎƑƬƟŰɛ	ƹ ħƊǐ5	ƊǐƑĜǂǁɛ þƨƧƊǁɛ	ƱƑĜƗþŰɛ	ǀ ħǁŰǫ ħǐƎƑƬƟŰɛ	ǀ ħƊǐ5	**. Beta**	üƾƗƨƊǁɛ þǐƸƗƊǁɛ
.000	**81.621**	**.538**	**.733**	**.000**	**4.679**	**.252**	ħƊǫƆƗƨƊǁɛ ǀɛǫyƊǁǋ ƔƦǋǁɯŬɛ
				.998	**.002**	**.000**	ħƊǫƆƗƨƊǁɛ ǀƑƜǁƊþĜǁɛ
				.000	**6.185**	**.328**	ħƊǫƆƗƨƊǁɛ ǀƑǐƑĜǁɛ ǫYɛǋ5
				.054	**1.931**	**.125**	ħƊǫƆƗƨƊǁɛ üƑƬƗŰɛ ǀƑƗĜɭ
				.007	**2.703**	**.155**	ƒǐþǫǂǁɛ

ƀɛǫŰɛ ħYþƨ :ƱĜƑǂǁɛ þǐƸƗƊǁɛ

ƗùƶdžƙηdžƗǁƙùɭdž!ƒ ƘƒƧùǒƺƙdž!ƒ ǇJD ǏD (0.538) ƹùǁħ Ƨùɭ5dž!ƒ ǇJǒĜħƙ!ƒ ǇJD (33)ýĂþη!ƒ ǇJdž ǇJǒħƙǒ

ƘĜǂħùƬĂ ÜƗdžþƤƙùɭdž!ƒ ƘĜùǇĜǒħ!ƒ þƵƒĂpĂ ÜƗdžþƤƙɭdž!ƒ ƘĜǒηdžƧħ!ƒĂ ÜƗdžþƤƙɭdž!ƒ Ƙƒþƶdž!ƒĂ ǀƨŋǌηǕƒ)

[illegible] %53.8 [illegible] 4.679 [illegible] 0.000 [illegible] 0.998 [illegible] 0.002 [illegible] 0.000 [illegible] 6.185 [illegible] 0.054 [illegible] 1.931 [illegible] 0.007 [illegible] 2.703 [illegible].

[illegible].

(**0.05≥a**) [illegible]

[illegible]

(34) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	**Beta**	[illegible]
.000	**91.536**	**.566**	**.752**	**.000**	**4.106**	**.214**	[illegible]
				.009	**2.646**	**.149**	[illegible]
				.011	**2.560**	**.131**	[illegible]
				.000	**4.034**	**.253**	[illegible]
				.014	**2.467**	**.137**	[illegible]

[illegible]

[illegible] (0.566) [illegible] (34) [illegible] %56.6 [illegible].

[illegible]

[illegible] 0.000 [illegible] 4.106 [illegible]

[illegible] 0.009 [illegible] 2.646 [illegible]

2.560 [illegible]

[illegible] 0.011 [illegible]

[illegible] 0.000 [illegible] 4.034 [illegible]

[illegible] 0.014 [illegible] 2.467 [illegible]

[illegible]

[illegible] (**0.05≥a**) [illegible]

[illegible]

[illegible]

[illegible]

(35) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	. Beta	[illegible]
.000	77.553	.525	.724	.000	4.211	.230	[illegible]
				.000	4.296	.253	[illegible]
				.000	4.554	.245	[illegible]
				.785	.273	.018	[illegible]
				.065	1.853	.108	[illegible]

[illegible]

[illegible] (0.525) [illegible] (35) [illegible]

[illegible]

[illegible] %52.5 [illegible]

[illegible] 4.211 [illegible]

[illegible] 0.000 [illegible]

ƘƓùǊǤǒƅ!ƒ þùƵƒĂǃ! ǤǒƑƓ Ʈơƺ ýƒþ ŎƅƓƞǒƺ ƨƛ þĂƞĂĂ Ü0.000 ǂǒƑƓ Ʈơƺ ǂ!ǙþƅĂ 4.296 Ƙ ǂǆǒp Ƙƺǃƅ

ƨƛ þĂƞĂ ǅþƵĂ Ü0.000 ǂǒƑƓ Ʈơƺ ǂ!ǙþƅĂ 4.554 Ƙ ǂǆǒp Ƙƺǃƅ ƦƺýǂǂƇƒþǙƒǂpþ ĬǃƵ ǂǆþƤƙƪǆ!ƒ

ǂù!ǙþƅĂ 0.273 Ƙ ǂùǆǒp Ƙùƺǃƅ Ʀƺ ýǂǂ ƇƒþǙƒ ǂpþ ĬǃƵǂǆþƤƙƪǆ!ƒ ýƓƮƙǗƒ ƘƓǂƅT! ǤǒƑƓ Ʈơƺ ýƒþ

Ƙ ǂùǆǒp Ƙùƺǃƅ Ʀƺ ýǂǂ ƇƒþǙƒ ǂpþ ĬǃƵ ƔǒƨþƙǃƝ! ǤǒƑƓ Ʈơƺ ýƒþ ƨƛ þĂƞĂ ǅþƵĂ Ü0.785 ǂǒƑƓ Ʈơƺ

.ǂǒưƨ5!ƒ ýĂƅp Ĭ!ƺ ƨǒTƙ ǂƞǒƙǊ!ƒ ǋƦǋĂ.0.65 ǂǒƑƓ Ʈơƺ ǂ!ǙþƅĂ 1.853

(**0.05≥a**) ƅøǃǗƣǃƐ ǌǋǂø ƨǅ ƣøǆƳ ƅĭƏƑƮƟǃ ƅǃǗƣ ǋƤ !Ƒǉ þƙƈ pƑǆǉ :ƅyƓƐþǃƐ ƅĭƳþƻǃƐ ƅĭƮþƻǃƐ

. ƣƓþǃ ƅưƺƑƟǅƓ ƅĭǅǋ|ƟǃƐ þƏƐǋƣǃƐ Ĭƺ ƀƐƣǗƐ ƔƣǋǃǍ Ăǂ ƳƖƑǅǋǂyǅǃƐ ƑĭǃǍǋǃǋǆ|ǂ !ƐƣƋǂƨǗ

ƘƓùǆĂǃǆǆ!ƒ ƓǒƞĂ!Ăǉǂƙ ǅþƤƙƪƒ ăĂƙƪǆ! ƨƒþơǉǗƒ ýǒǃơƙ ǅþƤƙƪƒ ǅƙ ǂǒưƨ5!ƒ ǋƦǋ ǂơƮ ǇǆǆƨǃơƙǃǷ!

:ŎƙǗƒ ýĂþƞ!ƒ Ŏ5 ǇǒƅǆĂǋƓǆǂǗþƅƨƺ ǂǓ5ƓơǆƅǂǒǆĂǂơ!ƒ ƨƑĂþ!ƒ Ŏ5 ƇƒþǙƒ ǉþĂƞ ĬǃƵ

(36) üǋƣǃǍ

ƅĭǅǋ|ƟǃƐ þƏƐǋƣǃƐ Ĭƺ ƀƐƣǗƐ ƔƣǋǃǍ Ăǂ ƳƖƑǅǋǂyǅǃƐ ƑĭǃǍǋǃǋǆ|ǂ !ƐƣƋǂƨƐ þƙǗ þƐƣƟǆǗƐ üĭǂƟǂ

357= ǅ ƣƓþǃ ƅưƺƑƟǅƓ

ƅǃǗƣ ƺ ƅĭƏƑƮƟǗƐ	ƅǅĭ5 ƺ	ǅĭƑƓǂǃƐ þƨƻǅǃƐ	ǓƑƓǂþǗƐ	ƅǃǗƣ ǃ ƅĭƏƑƮƟǗƐ	ƅǅĭ5 ǃ	**. Beta**	üƨǂƨǅǃƐ þĭƩǂǅǃƐ
.000	**125.165**	**.641**	**.800**	**.002**	**3.059**	**.145**	ƅǅƣƋǂƨǅǃƐ ǃ ƐƣyǅǃƐǋ ƔƦǋǃǍǗƐ
				.006	**2.773**	**.142**	ƅǅƣƋǂƨǅǃƐ ǃ ƑĭǃǍǅþƓǃƐ
				.133	**1.507**	**.070**	ƅǅƣƋǂƨǅǃƐ ǃ ƑǆƑĭƓǃƐ ƣƔƐǋ5
				.000	**3.980**	**.227**	ƅǅƣƋǂƨǅǃƐ üƑƮǂǗƐ ǃƑǃƓǃ
				.000	**6.831**	**.345**	ƒĭþƣǂǃƐ

ƀƐƣǗƐ ƔƣǋǃǍ :ǓƓƑǂǃƐ þĭƩǂǅǃƐ

ǂùƶǆƙƞǆ ǂǃƙùƪǆ!ƒ ƘƒƨùǒƺƙǆǃƒǇǅ ĭǅ (0.641) ƺùǃƅ ƨùƪ5ǆ!ƒ ǇǒƓƅƙ!ƒ Ǉǅ (36) ýĂþƞ!ƒ ǇǆǇǒƅƙǒ

ƘƓǂƅùTĂ ÜǂǆþƤƙùƪǆ!ƒ ƘƓùǊǤǒƅ!ƒ þƵƒĂpĂ ÜǂǆþƤƙƪǆ!ƒ ƘƓǒƞǆƨƅ!ƒĂ ÜǂǆþƤƙƪǆ!ƒ Ƙƒþƶǆ!ƒĂ ǃƨǌƞǙƒ)

ƨùƛ þĂùƞĂ ǇǒùƅƙƓǆǂ ÜƇƒþǙƒ ǉþĂƞ ǇǆǇ %64.1 ǋƙǆǒp Ɠǆ Ƙƨƪ5 (ƔǒƨþƙƝ! ÜǂǆþƤƙƪǆ!ƒ ýƓƮƙǗƒ

3.059 Ƙ ǂùǆǒp Ƙƺǃƅ Ʀƺ ýǂǂ ƇƒþǙƒ ǉþĂƞ ĬǃƵ ǂǆþƤƙƪǆ!ƒ Ƙƒþƶǆ!ƒĂ ǃƨǌƞǖ! ǤǒƑƓ Ʈơƺ ýƒþ ŎƅƓƞǒƺ

ƇƒþǙƒ ǉþĂƞ ĬǃƵ ǂǆþƤƙƪǆ!ƒ ƘƓǒƞǆƨƅǃ! ǤǒƑƓ Ʈơƺ ýƒþ ŎƅƓƞǒƺ ƨƛ þĂƞĂĂ Ü0.002 ǂǒƑƓ Ʈơƺ ǂ!ǙþƅĂ

þùƵƒĂǃ! ǤǒƑƓùƮơƺ ýƒþ ƨùƛ þĂƞĂ ǅþƵĂ Ü0.006 ǂǒƑƓ Ʈơƺ ǂ!ǙþƅĂ 2.773 Ƙ ǂǆǒp Ƙƺǃƅ Ʀƺ ýǂǂ

Ü0.133 ǂǒƑƓùƮơƺ ǂù!ǙþƅĂ 1.507 Ƙ ǂùǆǒp Ƙƺǃƅ Ʀƺ ýǂǂ ƇƒþǙƒ ǉþĂƞ ĬǃƵ ǂǆþƤƙƪǆ!ƒ ƘƓǊǤǒƅ!ƒ

Ƙ ǂǆǒp Ƙƺǃƅ Ʀƺ ýǂǂ ƇƒþǙƒ ǉþĂƞ ĬǃƵǂǆþƤƙƪǆ!ƒ ýƓƮƙǗƒ ƘƓǂƅT! ǤǒƑƓ Ʈơƺ ýƒþ ŎƅƓƞǒƺ ƨƛ þĂƞĂĂ

[illegible] 0.000 [illegible] 3.980

.[illegible] 0.000 [illegible] 6.831 [illegible]

(**0.05≥a**) [illegible]

.[illegible]

[illegible]

.[illegible]

(37) [illegible]

[illegible]

357= [illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	. Beta	[illegible]
.000	77.478	.525	.724	.085	1.725	.094	[illegible]
				.145	1.462	.086	[illegible]
				.000	3.603	.194	[illegible]
				.050	1.966	.129	[illegible]
				.000	5.945	.346	[illegible]

[illegible]

[illegible] (0.525) [illegible] (37)[illegible]

[illegible]

[illegible] %52.5 [illegible]

[illegible]

[illegible] 0.085 [illegible] 1.725

[illegible] 0.145 [illegible] 1.462 [illegible]

[illegible] 3.603 [illegible]

[illegible] 0.000 [illegible]

[illegible] 0.50 [illegible] 1.96 [illegible]

[illegible] 0.000 [illegible] 5.945 [illegible]

.[illegible]

ÜĜƐþǁƐ üƬƨǁƐ

ƖƑĭƬǋƗǁƐǋ ƛƏƑƗǆǁƐ

Ĝùŏɳ Ă!Ăǉǂƙ ǅƒþƤƙƪƒ ăĂƙƪǆ ýĂơ ƗơĜƕ!ƒ Ĝnjŏ!ƒ ýƬĂƙ Ŏƙ!ƒ ǊƑĜƙǉ!ƒ ƗƪƒƧþ!ƒ ǈǆ ýƬƽ!ƒ ƒǇǋ ǈǆ ưƙŏ

ĈĂù ư ǏǁƵ ƘĜŏƬĂƙ!ƒĂ Ü þƕƨ ƗƱƽĜơǆƕ ƗŏǆĂǂơ!ƒ ƧƑƒĂþ!ƒ Ŏƽ ǈŏǁǆĜƶ!ƒ ĈƒþƉ ǏǁƵ ǉƧƛƉĂ ƘĜǆĂǁƶǆ!ƒ

.ǊƑĜƙǉ!ƒ ǁǁƙ

:ƕƨƐþơǁƐ ƛƏƑƗǆ : ŰǋǂƇ

.1 ƛƏƑƗǆǁƐ ƕƼǂƴƗǁƐ ĜǅƨƗǋǋ ƐơǇƗƨƐ! ƗǆǋǁǁǋƜƑ ǁƐƴǂǋƉƑ Ɩ Ȥ ǏǁǋơƐƏþ ǁƐƟǁǋƉǏƕ ĜƉƏƑƱƴưƕ ǅþƤĜøơ

.ƑǇĭȤ ǁƐƴƑǅǂǏǅ þưǆ ƕǋǇǁǁǋ ǅǅǅ

ǂĜǈ ƘĜǆĂǁƶǆ! ƗŏǆĂǂơ! ƕĜŏĂ ƗƱƽĜơǆ! ƗŏǆĂǂơ!ƒ ƧƑƒĂþ!ƒ Ŏƽ ƘĜǆĂǁƶǆ!ƒ Ĝŏɳ Ă!Ăǉǂƙ ǅƒþƤƙƪŰ ǅĜƶ!ƒ ăĂƙƪǆ!ƒ ǈǆ ĂɳnjùƗ

. (3.72) ŎƕĜƪơ ƱƪĂƙǆƕĂ ÜƗŏ!ĜƵ ƗɳƧþƕ Ĝnjŏƽ ǈŏǁǆĜƶ!ƒ ƧǕǉ

: ŎǆƇ ƘĜǆĂǁƶǆ!ƒ Ĝŏɳ Ă!Ăǉǂƙ ǅƒþƤƙƪ ăĂƙƪǆ ƘŬĜɳǆ! Ŏ!ƨĜǉƙ!ƒ ƔŏƙƧƙ!ƒ Ĝǆǅ

- Ĉĝɳ þƶƕ "ƘĜŏɳǆƧƕ!ƒ ƗǆþƤƙƪǆ!ƒ" Ŏƽ ƗƕƙƧǆ!ƒ Ǐ!ĂŬƒ ǏǁƵƕ ƱƪĂƙǆ ŎƕĜƪơ Ʃǁƕ (3.83) ĂƕþƧɳùƗ

. ƗŏƇƵ

- Ĉĝɳ þƶƕ " ƬƕǂĜƘ ƒŬƙƬĜý ƒ!ǆƪƙƤþǆƗ" Ŏƽ ƗƕƙƧǆ!ƒ Ɨƛ!ƛǉŏƗ ƱƪĂƙǆƕ ŎƕĜƪơ Ʃǁƕ (3.80) ĂƕþƧɳùƗ

. ƗŏƇƵ

- Ĉĝɳ þƶƕ " ƔƨþƙƇ" Ŏƽ ƗƕƙƧǆ!ƒ Ɨƛ!ƛƗ ƱƪĂƙǆƕ ŎƕĜƪơ Ʃǁƕ (3.73) ĂƕþƧɳƗ ƗŏƇƵ .

- Ĉĝɳ þƶƕ " ŰɳǉƨƖ ĂƒǆƶþƘ ƒǆƪƙƤþǆƗ" Ŏƽ ƗƕƙƧǆ!ƒ Ɨƒƶƕƒ ƗƕƶǉĂƪƱ ùơƪƕùĜŎ ƕƕùƩ (3.65)

. ĂƕþƧɳƗ ǆƙĂƪƱƗ

- Ĉĝɳ þƶƕ " ƤĂƒƵþ ƒ!ĜƕǉĜƘ ƒǆƪƙƤþǆƗ" Ŏƽ ƗƕƙƧǆ!ƒ !ƤĜǆƪƗ ƱƪĂƙǆƕ ŎƕĜƪơ Ʃǁƕ (3.62) ĂƕþƧɳùƗ

. ǆƙĂƪƱƗ

ĂþƤ ƒǆƪƙǈ ƒǇǋ ǉƙŏɳǈ ǆƽƴ ǊƑĜƙǉ ƕƶƯ !ƒþƧƪĜƘ ƗþƧƪƗ ĜƧĭ (Cary,2004)Ü ĂþƧƪƗ ǂý ǈǆ

ƽĂ!ĂƩ ĂƽƧƽŏƘ ĂǉĂƽý (Volhos, Ferratt & Knoefle, 2004)Ü ĂþƧƪƗ (ƒ!ƤǉþƤɳŎ Ü2005)Ü

Ƚù٦ƒƧþĂ Ü(2007Ü ȽùǈђǤђƵ) Ƚù٦ƒƧþĂ Ü (2006Ü ƖƧŏdžƵ) Ƚ٦ƒƧþĂ (2005ÜþƒĂŋ!ƒþђƵ) Ƚ٦ƒƧþĂ

þùŏƶ!ƒ) Ƚ٦ƒƧþĂ Ü (Boonmak,2007) ǁǤdžǈĂђ Ƚ٦ƒƧþĂ Ü (Rancharan,2006 ǇƒƧǤŢǈƒƧ

Ƙùǈǥǂ Ƚù5ǁƙƤdž!ƒ ýǤùdžƵǕƒ Ŏ5 ƘǤdžĂǁƶdž!ƒ ǤŏŋĂ!Ăǈǂƙ Ă DžƱǈ ȽŏǁƵǤ5 ǇD Ĭ!ǫ Ƙǁ ȚĂƙ Ŏƙ!ƒ Ü (2008Ü

Ƚ٦ƒƧþĂ) Ƚ٦ƒƧþĂ (Tillyer, 2005) Ƚ٦ƒƧþĂ Ƚŋŏƙǈ ydž Ƚŋŏƙǈ!ƒ ǉƦǋ Ƙ5ǁƙƤƒ þpĂ Ü Ƚƶ5ƙƧdž ȽŋƧþђ

Ƚ5ǁƙƤdž!ƒ ýǤdžƵǕƒ Ŏ5 ƘǤdžĂǁƶdž!ƒ ǤŏŋĂ!Ăǈǂƙ Ă DžƱǈ ȽŏǁƵǤ5 ǇD Ĭ!ǫ Ƙǁ ȚĂƙ Ŏƙ!ƒ Ü (2007 Ü ƖǤư!!ƒ

. Ƚŏǈþƙdž ĂD ȽƱ٦Ăƙdž ȽŋƧþђ Ƙǈǥǂ

þøưdž ђøǊǕǋ DžøDŽ ǭǤþƋ ђưǯƑƟDŽǁ ђĩDŽǋǀƟǁɛ þƏƐǋǭǁɛ Ĭʒ DžĩǂDŽƑyǁɛ ƀɛǭɕ ǌǋȽƨDŽǤ ђʂǂyȽDŽǁɛ ƛəƑȽdžǁɛ .2

.ƑǊĩʒ DžĩǂDŽƑyǁɛ

ǇŏǁdžǤƶ!ƒ ƧƱǈ ȽǌŋĂ ǇdžþђƧǫ ȽƱ5Ǥơdž! ȽŏdžĂǂơ!ƒ ƧƒƒĂþ!ƒ Ŏ5 ǇŏǁdžǤƶ!ƒ ǤƒþD ăĂƙ٦dž! DžǤƶ!ƒ ăĂƙ٦dž!ƒ Ǉǥǂ

. (3.82) Ŏђǥ٦ơ Ʊ٦ĂƙdžђĂ ÜȽŏ!ǤƵ ȽŋƧþђ Ǥǌŏ5

: Ŏ!Ǥƙ!ƒ Ăơǈ!ƒ ĬǁƵ ǇǤǂ5 ǇŏǁdžǤƶ!ƒ ǤƒþD ăĂƙ٦dž ƘǗǤŋdž! Ŏ!ƨǤǈƙ!ƒ ƔŏƙƧƙ!ƒ ǤdžD

.Ƚŏ!ǤƵ ȽŋƧþђĂ (3.98) ƸǁǁѢ ŎђǤ٦ơ Ʊ٦ĂƙdžђĂ Ĭ!ĂǕƒ ȽђƙƧdž!ƒ Ŏ5 "ƘƒǤƒƧŋǗƒ Ʊŏ٦ђƙ" þƶђ ǤǤŋ

.Ƚŏ!ǤƵ ȽŋƧþђĂ (3.91) ƸǁǁѢ ŎђǤ٦ơ Ʊ٦ĂƙdžђĂ Ĭ!ĂǕƒ ȽђƙƧdž!ƒ Ŏ5 "ǤƒþǕƒ Džŋơ" þƶђ ǤǤŋ

.Ƚŏ!ǤƵ ȽŋƧþђĂ (3.86) ƸǁǁѢ ŎђǤ٦ơ Ʊ٦ĂƙdžђĂ Ĭ!ĂǕƒ ȽђƙƧdž!ƒ Ŏ5 "ǤƒþǕƒ ƖþĂŋ" þƶђ ǤǤŋ

.Ƚŏ!ǤƵ ȽŋƧþђĂ (3.68) ƸǁǁѢ ŎђǤ٦ơ Ʊ٦ĂƙdžђĂ Ĭ!ĂǕƒ ȽђƙƧdž!ƒ Ŏ5 "ǤƒþǕƒ Ƚpþ" þƶђ ǤǤŋ

. Ƚŏ!ǤƵ ȽŋƧþђĂ (3.66) ƸǁǁѢ ŎђǤ٦ơ Ʊ٦ĂƙdžђĂ Ĭ!ĂǕƒ ȽђƙƧdž!ƒ Ŏ5 "ǤƒþǕƒ ȽƵƧ٦" þƶђ ǤǤŋ

Ü ƖƧŏƒƧȚ!ƒ) Ƚ٦ƒƧþĂ (2012Ü ȽǈђǤђƶ!ƒ) Ƚ٦ƒƧþǂ Ƙǥ٦ƒƧþ!ƒ Ưƶђ ǋƑǤƙǈ ydž ǋŋŏƙǈ!ƒ ǉƦǋ Ƙǀ5ƙƒ þpĂ

Ƚùŏdžǂơ!ƒ ƧƒƒĂþù!ƒ Ŏ5 ǇŏǁdžǤƶ!ƒ ǤƒþD ǇD Ĭ!ǫ Ƙǁ ȚĂƙ Ŏƙ!ƒ . (2006Ü ǬĂƧ5!ƒ) Ƚ٦ƒƧþĂ (2011

. Ƚƶ5ƙƧdž ȽŋƧþђ Ǉǥǂ

ǤƒþD ǇD Ĭù!ǫ Ƙǁù ȚĂƙ Ŏùƙ!ƒ (2007Ü ţĂùƱђ!ƒ) Ƚ٦ƒƧþĂ Ƚŋŏƙǈ ydž Ƚŋŏƙǈ!ƒ ǉƦǋ Ƙ5ǁƙƤƒ þpĂ

. ȽƱ٦Ăƙdž ȽŋƧþђ Ǉǥǂ Ƚŏdžǂơ!ƒ ƧƒƒĂþ!ƒ Ŏ5 ǇŏǁdžǤƶ!ƒ

3. [illegible]

[illegible].

- [illegible] $(0.05 \geq \alpha)$. [illegible] ([illegible] 2005) [illegible] ([illegible] 2007) [illegible] ([illegible] 2008) [illegible] ([illegible] 2013) [illegible] ([illegible] 2006) [illegible] ([illegible] 2009) [illegible].

- [illegible] $(0.05 \geq \alpha)$. [illegible] ([illegible] 2005).

- [illegible] $(0.05 \geq \alpha)$. [illegible] ([illegible] 2008) [illegible] ([illegible] 2008) [illegible] ([illegible] 2013) [illegible] ([illegible] 2005) [illegible] ([illegible] 2006) [illegible] ([illegible] 2007) [illegible] ([illegible] 2009).

- [illegible] $(0.05 \geq \alpha)$. [illegible] ([illegible] 2005) [illegible] ([illegible] 2009).

- [illegible] $(0.05 \geq \alpha)$. [illegible] ([illegible] 2008) [illegible] ([illegible] 2008) [illegible] ([illegible] 2009) [illegible] ([illegible] 2006) [illegible] ([illegible] 2008).

4. [illegible]

- [illegible] $(0.05 \geq \alpha)$ [illegible] (2011 [illegible]) [illegible] (2010 [illegible]).

- [illegible] $(0.05 \geq \alpha)$ [illegible] (2011 [illegible]) [illegible] (2010 [illegible]).

- [illegible] $(0.05 \geq \alpha)$ [illegible] (2011 [illegible]) [illegible] (2010 [illegible]).

- [illegible] $(0.05 \geq \alpha)$ [illegible] (2011 [illegible]).

- [illegible] $(0.05 \geq \alpha)$ [illegible] (2011 [illegible]) [illegible] (2010 [illegible]).

βƏƐNjơɸǁƐ Ĭøʓ DžĭǂDŽƑyǁƐ ƀƐơc Ăǂϒ lƑDŽNjǂyDŽǁƐ ƑĭШNjǁNjdž|ǂ !ƐơШǂƨƐ njNjǂƨDž βƙĐƓ hʋȿǂyƗDŽǁƐ ƛƏƑǂdžǁƐ .5

. ơƓβƌ hʋɤʒƑƟDŽƓ hʋĭDŽNj|ƟǁƐ

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ăĂƙƪdž ƧƪƼ ǂŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 LJŏǁdžƓƶ!ƒ ƇƒβƉ ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!ĂǂǉƙƘ

ydž NJηŏƙǉ!ƒ ǉƦNj Ƙ|ɜƙƒĂ ŰLJŏǁdžƓƶ!ƒ ƇƒβƉ ăĂƙƪdž LJdž (0.71) NJƙhƪǉƓdž ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ DžƒβƤƙƪƒ

LJƒƧƓùTǉƒƧ ǂùƪƒƧβ ǂƪƒƧβĂ (Shaukat,2009) ƘǂĂT ǂƪƒƧβ ǂƪƒƧβǂ ƘƓƪƒƧβ!ƒ Ư ƶh ǋƑƓƙǉ

:(Rancharan,2006)

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ăĂƙƪdž ƧƪƼ ǂŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 ƇƒβŰƒ ǂƵƧƪ ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ

. LJŏǁdžƓƶ!ƒ ƇƒβƉ ăĂƙƪdž LJdž (0.538) NJƙhƪǉƓdž ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ DžƒβƤƙƪƒ

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ăĂƙùƪdž ƧƪƼ ǂŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 ƇƒβŰƒ Džηơ ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ

. LJŏǁdžƓƶ!ƒ ƇƒβƉ ăĂƙƪdž LJdž (0.566) NJƙhƪǉƓdž ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ DžƒβƤƙƪƒ

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ăĂƙùƪdž ƧùƪƼ ǂŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 ƇƒβŰƒ ǂρβ ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ

. LJŏǁdžƓƶ!ƒ ƇƒβƉ ăĂƙƪdž LJdž (0.525) NJƙhƪǉƓdž ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ DžƒβƤƙƪƒ

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ăĂƙùƪdž ƧƪƼ ǂŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 ƇƒβŰƒ ǉβĂη ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ

. LJŏǁdžƓƶ!ƒ ƇƒβƉ ăĂƙƪdž LJdž (0.641) NJƙhƪǉƓdž ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ DžƒβƤƙƪƒ

- βĂηĂ ƧƛƉ ŎhƓηŏ ǫ Ă DžƓNj ĭ Ʀ βŬ!ǂ ǫơƬƓƑŏǂ Ƶǀβ džƙĂă (0.05≥a) !džƙƪĂă ƒ!βŬ!ǂ ƒƪƙùƤβƒDž

ƧùƪƼ ǂùŏơ ŰβhƧǫ ǂƱƼƓơdžh ǂŏdžĂǂơ!ƒ ƧƒƑĂβ!ƒ Ŏ5 ƘƒƇƒƧηŰƒ Ʊŏƪhƙ ǁĬƵ ƘƓdžĂǁƶdž!ƒ ƓŏηĂ!Ăǉǂƙ

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2. ضرورة التوسع في استخدام تكنولوجيا المعلومات والرفع من مستوى استخدامها في المجال الوظيفي .

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.ǈβƧǕƒ ÜβƕƧƍ
βƹβøƨǁƹ Ưdžø Ƭ Ĭʒ ƑǉβNjƣNj ƕĭβƹƣǕƹ ǀ ƑDžNjƗyDžǁƹ !ưdž .(2011)βŏƪ!ƒ ƧĂǉ!ƒ Ăƕ ĭ βdžơ ÜΣŏĂƵ .48
.ŎʑdžǴƞ!ƒ ƧƗƺ!ƒƧβ :ƗŏƧβǉƗƪǕƒ ÜĬ!ĂǕƒ ƗʑƕƱ!ƒ . ăβƹƣǕƹ
ǀ ƹƣƑøĭƨǁƹ ƅƹƣƈ βĭNjøƯƗ Ĭʒ ƑǉβNjƣNj ƕĭβƹƣǕƹ ǀ ƑDžNjƗyDžǁƹ !ưdž Ưƺƹ ƐNj .(2008)βdžơ βŏǴƵ Üβŏʑ!ƒ .49
ƗùʑdžǴƞ ÛǀƧĂùƬǉdž Ƨŏʒ Ƨŏƙƪƞdž Ɨ!ǴƪƧ . ǀ ĭNjǀǁƹ ƕǁNjƣ Ĭʒ ĬǁƑyǁƹ !ĭƗyƗǁƹ ǀ Ƒƨ ƨDDž Ĭʒ ƕĭβƹƣǕƹ
.ǈβƧǕƒ ÜβƕƧƒ Üǁ ĂdžƧŏ!ƒ
ƅƹƣǛƹ Džĭø ƨϴƗ Ĭøʒ ǈβƙƈNj ĬDžĭưdžƗǁƹ !ƗyƗǁƹ βʒƐNjƗ ǌƣDž .(2006) ǈdžơƧ!ƒβƕƵ ƨŏǴƼ Ü ƢĂƧƺ!ƒ .50
. ǈβƧǕƒ Ü NJƙƋdž ƗʑdžǴƞ Û ƕĭdžƹƣĭDž ƕƨƹβƣÛƕĭdžƣβǛƹ ƕDžƑyǁƹ ǀ Ƒƨ ƨDDžǁƹ Ĭʒ DžĭƗDžƑyǁƹ ǌƣǁ ĬƺĭưNjǁƹ
ƑøĭƜNjǁNjdžǀƗǁ DžĭĭNjøǴβƗǁƹ Džĭʒβøƪ Džǁƹ Nj Ƨ βƹƣDžǁƹ ăβĭƣDž ƺĭưNjƗ ƕƜβƣ .(2007)Ĭŏơ ÜŎƺŏƺ!ƒ .51
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.ǈβƧǕƒ ÜǈǴdžƵ Üǁ ĂdžƧŏ!ƒ ƗʑdžǴƞ ÛǀƧĂƬǉdž Ƨŏʒ Ƨŏƙƪƞdž Ɨ!ǴƪƧ
Ƨƒβ : ǈǴùdžƵ Ü (1Ʊ) Ü ƕĭβøƪǴǁƹ ƣβƹNjDžǁƹ ǋβƹƣƌ Ĭʒ ƦĭƜNjǁƹ.(2010) DžƪǴƥ βdžơdž Ü ŎƙĂŏƧǀ!ƒ .52
. ǊŏƨĂƙ!ƒĂ ƧƬǉǉ! ǊƑƒĂ
Ĭøʒ ăβƹƣǕƹ βĭNjøƯƗǁƹ ĂƗY ǀ ƑDžNjƗyDžǁƹ ƑĭƜNjǁNjdžǀƗ !ƹƣƢƗƨƹ βƙƈ.(2007)βdžơD ǈǴǉơ ÜǀǴư ǀ!ƒ .53
.ǈβƧǕƒ ÜƫƧƺdž!ƒ ÜƘŏƕ!ƒ ǊƈƗʑdžǴƞ ÛǀƧĂƬǉdž Ƨŏʒ Ƨŏƙƪƞdž Ɨ!ǴƪƧ .ƕĭDžƨβǁƹ ƕĭdžƣβǛƹ ǀ ƑyDžƑƜǁƹ
ǋβƹƣƌ ƺ ƏƑøưNj ƕĭƗYƑʒ ĂƗY ƕĭβƪǴǁƹ ƣβƹNjDžǁƹ ǀ ƑDžNjƗyDž !ưdž βƙƈ .(2008)βdžơdž ǈǴdžƪƪ ÜǀǴư ǀ!ƒ .54
ÛǀƧĂƬǉdž Ƨŏʒ Ƨŏƙƪƞdž Ɨ!ǴƪƧ .ƕĭdžƣβǛƹ ƕĭβƑƜƗǁƹ ƥNjdžǴǁƹ ĂƗY ƕĭdžƹƣĭDž ƕƨƹβƣ :ƕĭβƪǴǁƹ ƣβƹNjDžǁƹ
.ǈβƧǕƒ Üǁ ĂdžƧŏ!ƒ ƗʑdžǴƞ
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.ǊŏƨĂƙ!ƒĂ ƧƬǉǉ! ǀƧŏƪdž!ƒ Ƨƒβ :ǈǴdžƵ ÜĬ!ĂǕƒ ƗʑƕƱ!ƒ
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ĬøDžĭưǆǂǁǁ üǀĭǇǁƐǋ ƕĭƜĭǂƐƥǂƨŪƐ ĂǂY ƑǉƥǩƐǋ ɭƑDžǋǂƴDžǁǁ ƑĭƜǋǁǋǆǀǂ .(2004)ŸƒƥǆƠŬ ǁƧǦǆ .58

ǇǦǆƵ ǂƶǆǦƞ ÜɭƧĂTǉǆ Ƨǒƺ ɭƒƧĂǩǂƥ ǂƠĂƧƱǅ ÛƕĭǆƣƥŬƐ ǅǆǅǂǁǁ ɭƑǀƥʅǁ ƕĭǂĭǂƟǂ ƕƨƐƥƣ :ƅƐƣŬƐǋ

.ǇƥƧŪƒ ÜǇǦǆƵ ÜǦǒǁƶ!ƒ ƘǦʅƒƧƥǁ! ǂǒƕƧƶ!ƒ

ǂùǆƱǉǆ!ƒ Ü ƅƐƣŬƑøǦ ǇǋƜǋǆDžǁǁ ǎƥƐƣŪƐ ƒĭƥƣǂǁǁ .(2001) ǂǆǦʅǅ ƘƒƥƒƧƞĂ ǂǁǁƵ Ü ǇǒưǒǕǆ!ƒ .59

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!ĭøǂƴǂǁǁ Ĭøƺ ƒǋøƨƑƟǁǁƐǋ ɭƑøDžǋǂƴDžǁǁ ƕĭǆƽǂ !ƐƣƢǂƨƐ.(2002)ƨǒƨƶ!ƒ ƥƕƵ Ÿƒ ƥƕƵ ÜĬʅĂǆ!ƒ.62

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.ŎƕƧƶ!ƒ ǊǒǁP!ƒ

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ملحق رقم (1)

أداة الدراسة :الإستبانة النهائية الموزعة على أفراد عينة الدراسة

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جامعــــة اليرمــــوك
YARMOUK UNIVERSITY

كلية الاقتصاد والعلوم الادارية
الإدارة العامة

الرقم: ك ق/١٠٧/ ٥
التاريخ: .... هـ
الموافق: ٢٠١٣/٥/٢١ م

إلى من يهمه الأمر

تحية طيبة وبعد،،،،

يرجى العلم بان الطالب يزن عبد الحافظ عبدالحليم الختالين يقوم باجراء دراسة بعنوان:

"مستوى استخدام تكنولوجيا المعلومات وأثره على أداء العاملين في الدوائر الحكومية بمحافظة اربد"

أرجو التكرم بمساعده الطالب في الحصول على المعلومات اللازمة وذلـك لاهميـه موضـوع الدراسة. علما بان هذه المعلومات لن تستخدم الا لإغراض البحث العلمي فقط.

واقبلوا فائق الاحترام والتقدير،،،

مشرف الطالب

الأستاذ الدكتور أحمد الشياب

تلفون: ٧٢١١١١١ - ٢ - ٩٦٢ + فاكس: ٧٢١١١٩٤ - ٢ - ٩٦٢ + اربد - الأردن
Tel: + 962 - 2 - 7211111 Fax: + 962 - 2 - 7211194 Irbid - Jordan E-mail: yarmouk@yu.edu.jo http://www.yu.edu.jo

Abstract

Al-khatalin, Yazan abdelhafez(2013). ˛The Level of Information Technology usage and Its Impact on the Employees Performance at Jordanian Governmental departments in Irbid Governorate from **Employee's** Perspective˛, Master thesis in Public Administration, Yarmouk University. (Supervisor Prof. Ahmad Al-Shiyab).

This study aimed to identify The Level of Information Technology usage, and The level of Employees Performance at Jordanian Governmental departments in Irbid Governorate from Employees Perspective, and determine whether there were significant statistical differences in the Perspective of respondents towards the The Level of Information Technology usage on one hand, and towards the level of Employees Performance on the other hand due to the personal and occupational variables(age,gender,educational qualifications,the occupational level, and current experience). The study also aimed at identifying the Impact of the Level of Information Technology usageOn the Employees Performance at Jordanian Governmental departments in Irbid Governorate .

The study sample consisted of (412) employees selected randomly from different management levels in Jordanian Governmental departments in Irbid Governorate. to achieve the objectives of the study, and answer its questions and to test its hypotheses, a descriptive analytical method and field study were used, To collect data, a questionnaire was developed and(412)of the total number of questionnaires distributed to participant of the study sample,

(357) of the questionnaires were returned, and subjected to analysis using the Statistical Package for Social Sciences (SPSS), and after implementing statistical analysis, the study ended with the following results:

- The general level of the Information Technology usage at Jordanian Governmental departments in Irbid Governorate from Employees Perspective was high, and with an average of (3.72) .
- The general level of the Employees Performance at Jordanian Governmental departments in Irbid Governorate from Employees Perspective was high, and with an average of (3.82) .
- There were statistically significant differences at the level of $(\alpha \leq 0.05)$ in employees` assessment of the level of Information Technology usage due to variations in their (Age, & the current experience ) , and There isnĵt a statistically significant differences at the level of $(\alpha \leq 0.05)$ in employees` assessment of the level of Information Technology usage due to variations in their (gender , the educational qualification, the functional level).
- There were a statistically significant differences at the level of $(\alpha \leq 0.05)$ in employees` assessment of the level of Employees Performance due to variations in their (Age, & the current experience ) , and There isnĵt a statistically significant differences at the level of $(\alpha \leq 0.05)$ in employees` assessment of the level of Information Technology usage due to variations in their (gender , the educational qualification, the occupational level).

- The study also Indicated that were a statistically significant and positive impact at the significance level ($\alpha \leq 0.05$) of the degree of the Level of Information Technology usage on Employees Performance among employees' in the governmental departments in irbid governorate.

The most important recommendations of the study are:

- Continue to consolidate the importance of Information Technology usage, as the result of the study showed a positive impact through the results of the study on the employeesĵ performance at Jordanian Governmental departments in Irbid Governorate. to continue to upgrade the employeesĵ performance in the Governmental departments .
- Continue to raise the efficiency of the performance of employees and administrative and technical abilities and control by conducting specialized courses within the Governmental departments or at highly qualified institutions and companies from outside theGovernmental departments, for the rehabilitation of the employees in the Government departments administratively and technically to upgrade their jop performance.
- Enhancing management to creat a favorable climate of encouraging creativity and innovation.

Key words: InformationTechnology, Employees Performance, Jordanian Governmental departments Û irbid governorate.